# FY '02 Performance Measures by Contractor

## *A Kangaroo's Pouch, Inc (237325474)*

*CHCX* Income Eligible Child Care

Contract Number 60001136043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 55 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 55 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 55 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 55 |

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|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 55 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 55 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 43 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 43 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 43 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** 1.6a All parents in this contract were provided with an OCCS questionnaire. We received 43 responses, all of them reporting that they were satisfied with the services received. 12 parents did not respond or they returned the survey to OCCS.

## *CHCY* Supportive Child Care

Contract Number 62600046029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 15 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 15 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 15 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 16 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 16 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 16 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

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| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 13 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 13 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 13 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 32 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 32 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 32 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 32 |

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| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 32 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 32 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

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|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# *A Safe Place, Inc. (222823947)*

## *3361* Sexual Assault Prevention and Survivor Services

Contract Number 34011802019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 0.71 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

With regard to the educational presentations, we have not included those to whom we have simply provided outreach materials rather than an actual presentation with the exception of the clergy. We scheduled (and re-scheduled) an educational session, however due to the low response rate we sent a package of educational materials to all local clergy members in lieu of a presentation.

Our records show that we did not make presentations to the DA/Victim Witness Advocate or the Police Dept. this year. The DA/Victim Witness Advocate was an unfortunate oversight and we will make every effort to correct this in FY03. Generally we make a presentation to the police at the beginning of the summer through the Team Nantucket program which is organized by the Chamber of Commerce. The Chamber did not hold the event this year and by the time we were informed, it was too late to schedule a separate presentation. Again, we are already in the process of correcting this for FY03.

## *BWCPd* Battered Women and Children: Visitation Services

Contract Number 09950219270

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of referrals received from court personnel measured by actual number of referrals received from court personnel | Actual | 6 |

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| 1.2 | Percentage of referrals received from court personnel measured by actual number of referrals received from court personnel divided by total number of referrals to the program | Actual | 0.67 |
| 1.3 | Number of referrals received from other domestic violence service providers measured by actual number of referrals received from other domestic violence service providers | Actual | 0 |
| 1.4 | Percentage of referrals received from other domestic violence service providers measured by actual number of referrals from domestic violence service providers divided by total number of referrals to the program | Actual | 0 |
| 1.5 | Number of referrals received from DSS measured by actual numbers of referrals received from DSS | Actual | 1 |
| 1.6 | Percentage of referrals received from DSS measured by actual number of referrals from domestic violence service providers divided by the total number of referrals to the program | Actual | 0.11 |
| 1.7 | Number of referrals received from others measured by actual number of referrals received from others | Actual | 2 |
| 1.8 | Percentage of referrals received from others measured by actual number of referrals received from others divided by the total number of referrals to the program | Actual | 0.22 |
| 2.1 | Number of safe supervised visits measured by actual number of safe supervised visits | Actual | 30 |
| 2.2 | Number of safe unsupervised visits measured by actual number of safe unsupervised visits | Actual | 0 |
| 2.3 | Percentage of safe unsupervised visits measured by total number of safe unsupervised visits at the program divided by total number of safe supervised visits | Actual | 1 |
| 2.4 | Number of safe neutral exchanges measured by actual number of safe neutral exchanges | Actual | 0 |
| 3.1 | Number of participants in parenting groups for non-offending parents measured by actual number of participants in parenting groups for non-offending parents | Actual | 0 |
| 3.2 | Percentage of participants in parenting groups for non-offending parents measured by number of non-offending parents in the parenting groups divided by the number of non-offending parents in the program | Actual | 0 |
| 3.3 | Number of participants in parenting groups for offending parents measured by actual number of participants in groups for offending parents | Actual | 0 |
| 3.4 | Percentage of participants in parenting groups for offending parents measurd by actual number of participants in parenting groups for offending parents divided by the number of offending parents in the program | Actual | 0 |

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| 4.1 | Number of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior | Actual | 0 |
| 4.2 | Percentage of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior dividedby total number of families in program | Actual | 0 |
| 4.3 | Number of families reveiving case management services measured by actual number of families receiving case management services | Actual | 4 |
| 4.4 | Percentage of families reveiving case management services measured by actual number of families receiving case management services divided by total number of families in program | Actual | 1 |
| 5.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 1 |
| 5.2 | Percentage of staff who speak multiple languages measured by actual number of staff who speak multiple languages divided by total number of staff | Actual | 0.5 |
| 5.3 | Number of non-English speaking families served measured by actual number of non-English speaking families served. | Actual | 0 |
| 5.4 | Percentage of non-English speaking families served measured by actual number of non-English speaking families served divided by total number of families served | Actual | 0 |
| 5.5 | Number of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services | Actual | 1 |
| 5.6 | Percentage of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services divided by total number of families served | Actual | 0.25 |
| 5.7 | Number of community-based initiatives participated in measured by actual number of community-based initiatives participated in | 2 | 2 |

**Contractor Comments:** This was our first year operating this program. There were not enough families in the program simultaneously to offer parenting groups, however we are actively promoting the program and plan to offer groups in the future.

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 00050119234

| Measure Number | Goal | Actual Performance |
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| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 0 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 0 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 0 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 0 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 0 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 132 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 1 |

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| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 7 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 2 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.33 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 0 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 0 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 0 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 0 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 0 |

**Contractor Comments:** Many of the measures are not applicable to our program because we do not have a shelter and we did not safe home anyone this year. I have entered zeros in those fields that seem to apply only to the services provided as part of a shelter/safe home stay even though we do provide services such as advocacy and safety planning to our community based clients. We are located in a small island community 30 miles at sea. Though we continue to maintain an active volunteer safe-home network and make it available to people we serve in the community as well as people from off-island, it has not been utilized for reasons ranging from difficulty getting to the island to the client's decision to stay with friends or family. We have helped a number of women and children to relocate to shelters off-island without using our safehomes. We have been focussing on providing education, advocacy and counseling in the community.

# Abilities Unlimited of Western New England, Inc. (042586407)

## 3163 Community Based Day Supports

Contract Number SCDMR21602160314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 88% | 0.92 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 88% | 0.92 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 88% | 0.83 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 88% | 0.83 |

**Contractor Comments:**

## 3176 Family Support

Contract Number SCDMR21602160310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 25% | 0.22 |

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| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 45% | 0.25 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 1.4b Program had no children under age 22 place in out of home.
1.3 19 families out of 73 took advantage of inclusive community based activities.
1.1b 12 family member participated on Family Councils/Board out of 14 previously. (program 03)

## *3177* Individual Support

Contract Number SCDMR21602160310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |

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| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Performance Objectives 1-3 are not applicable to our Plus and Self Advocacy Program. The performance objectives in our contract vary from the Individual Support (3177) model.

# *Accept, Inc. (222599041)*

## *2500* Secure Treatment

Contract Number 95522087897

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0.02 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 0.81 |

**Contractor Comments:** see comments provided under contract # 95522220605

## *2501* Secure Detention

Contract Number 95552210706

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Intakes successfully transition to the next placement or court measured by percentage (number of intakes that successfully transition divided by number of intakes) | 100% | 1 |

**Contractor Comments:**

## *2512* Long Term Treatment

Contract Number 95522220605

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.02 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.81 |

**Contractor Comments:** 1. Staff turnover caused by frozen salaries had an impact on client outcomes.

2. Limited aftercare alternatives had a negative impact on client outcomes-no hope for a better future.

## *Addiction Treatment Center of New England,Inc. (042708645)*

### *3397* Narcotic Treatment Services

Contract Number 23182802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Programs submit 100% of all client data of all clients eligible to participate in MTQAS | 100% | 1 |

**Contractor Comments:**

# Aditus, Inc. (042786217)

## 3153 Residential Supports

Contract Number 21502150371

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.01 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 21502150300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 0.01 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 0.01 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 21502150300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 61% | 0.44 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5% | 0.0001 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 34% | 0.5599 |

**Contractor Comments:**

# Adlib, Inc. (222533311)

## 2215b Independent Living Centers: Peer Counseling/Skills Training

Contract Number 20072006101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Advocacy Services: Percentage of individuals who chose and meet the goal of attaining increased skills in self advocacy/empowerment | 30% | 0 |
| 2.1 | Information & Referral : Number of units (hours) of I&R calls | Negotiated | 358 |
| 2.10 | Advocacy Services: Number of units of individual advocacy services provided | Negotiated | 118 |
| 2.11 | Advocacy Services: Number of units (hours) of community and systems advocacy | Negiotiated | 7 |
| 2.2 | Information & Referral : Number of calls received from PWD's | Actual | 249 |
| 2.3 | Information & Referral : Number of calls received from community members | actual | 1 |
| 2.4 | Skills Training : Number of units (hours) of skills training | Negotiated | 111 |
| 2.5 | Skills Training: Number of individuals receiving skills training services | actual | 17 |
| 2.6 | Peer Counseling : Number of units (hours) of peer counseling | Negotiated | 120 |
| 2.7 | Peer Counseling: Number of individuals receiving peer counseling | Actual | 24 |
| 2.8 | Advocacy Services: Number of advocacy skills groups | Negotiated | 0 |
| 2.9 | Advocacy Services: Number of individuals served through individual advocacy services | actual | 19 |
| 4.1 | Information & Referral: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 5 (information to live more independently?) | 50% | 0.75 |
| 4.2 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #7 (how well did ILC….peer counseling) | 25% | 0.41 |

| | | | |
|---|---|---|---|
| 4.3 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #6 (staff support you….own decisions?) | 50% | 0.72 |
| 4.4 | Skills Training: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #8 (provide….increased ability to live independently?) | 25% | 0.52 |
| 4.5 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 9b (increase ability to represent self) | 35% | 0.52 |
| 4.6 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #10a (center represents your interests) | 45% | 0.54 |

**Contractor Comments:** The statistical information presented in # 1.1 through 2.9 represents that data which successfully migrated frm EZ2000 into our new IDMS data management program. These figures are only a portion of actual consumers served and services delivered.

1.1 and 2.8 - statistics not available

## *3053* Social Club

Contract Number 13102001039

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 164 | 164 |
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 164 | 164 |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | 96 | 96 |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | 96 | 96 |

| | | | |
|---|---|---|---|
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | 75 | 75 |

**Contractor Comments:**

## *ADOLESCENT CONSULTATION SERVICES, INC. (043263996)*

### *3057* Juvenile Court Clinic Forensic Services

Contract Number 82101008052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Staff clinicians are licensed measured by percentage (number of licensed staff clinicians divided by total number of staff clinicians) | 75% | 0.9 |
| 1.2 | 12e hospitalizations decrease through use of diversion or alternative programs measured by percentage (number of 12e hospitalizations divided by total nunmber of 12e hospitalizations in base year) | Actual | 13 |
| 2.1 | Evaluations are completed by the established due date measured by percentage (number of evaluations completed by the established due date divided by the total number of evaluations requested) | 100% | 1 |

**Contractor Comments:**

# Adsum Incoporated (042663593)

## 3153 Residential Supports

Contract Number 25002500301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number 25502550336

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Advocates, Inc. (237451423)

## 3049 Adult Residential Services

Contract Number 43102004083

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 70% | 0.5 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0% | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 76% | 0.8 |

**Contractor Comments:**

1.1 Significant staff turnover affected skill at goals. On going staff training should result in significant improvement in this score in FY 03.

1.2 N/A per contract.

1.3 N/A per contract.

Contract Number 43202004088

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 70% | 0.6 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0% | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 76% | 0.9 |

**Contractor Comments:** 1.1 Significant Staff turnover affected skill at writing goals. On going staff training should result in significant improvement in FY03.

1.2 N/A per contract.

1.3 N/A per contract.

Contract Number 43302004097

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 70% | 0.39 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0% | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 76% | 0.85 |

**Contractor Comments:** 1.1 Significant staff turnover affected skill at writing goals. On going staff training should result in significant improvement in this score in FY03.

1.2 N/A per contract.

1.3 N/A per contract.

## *3079* Child/Adolescent Residential Services

Contract Number 33102003251

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 0% | 1 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 0% | 1 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 0% | 0 |

**Contractor Comments:**

1.1 No goal stated in the contract.
1.2 No goal stated in the contract.
1.3 No goal stated in the contract.
1.4 No goal stated in the contract.

Only one client, so measures are skewed.

1.4 Family has limited contact with client, so difficult to assess.

## *3153* Residential Supports

Contract Number 22202220323

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26602660317

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26602660343

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 26602660399

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 0.95 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 0.95 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:** 1.3 N/A Per contract.

## 3168 Employment Services

Contract Number 26602660369

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 20% | 0.15 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 80% | 0.85 |

**Contractor Comments:**

Contract Number 26602660395

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 20% | 0.2 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 70% | 0.8 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 2660266379

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 1.3 N/A Per Contract
1.4a N/A Per Contract

## *3177* Individual Support

Contract Number 26602660396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Contract No. 26602660396 was not involved in the Quest Survey.

Provider in other contracts received a one year certification.

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.234 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.22 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.33 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.131 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.129 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.0484 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.061 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.452 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.028 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 23112802021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 0 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** The contract was canceled and all money received was refunded.

## *3414* Youth Programs

Contract Number 23212802038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 0.131 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 1128 |

**Contractor Comments:** 2.2 Not required per our contract.

Participation by Spanish and Portuguese speaking students increased significantly (approximately 50%) coinciding with the hire of our bi-lingual youth advisers in February 2002.

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143098

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0.55 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 1117 |

| | | | |
|---|---|---|---|
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 34 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 2.2 Not required per our contract.

2.4 Not required per our contract.

# AIDS Project Worcester (042970467)

## 3334 HIV Antibody Counseling & Testing Service

Contract Number SCDPH49359802128

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.59 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.81 |

**Contractor Comments:** Program was eliminated due to budget cuts as of 12/31/01

## 3343 HIV/AIDS Prevention & Education

Contract Number SCDPH49359802128

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 5112 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 1440 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 23652 |

**Contractor Comments:** Not reported in measurer 2.3 - male/female condoms,lube,bleach kits and education material distributed from the lobby of the agency.

## 3416 HIV/AIDS Support Housing

Contract Number SCDPH49290903055

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 1 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.9 |

**Contractor Comments:**

# Almadan, Inc. (061155820)

## 3049 Adult Residential Services

Contract Number 12102001137

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 100% | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 100% | 1 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 100% | 1 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100% | 1 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number 21202120315

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

# Alternative Supports, Inc. (042590177)

## 3153 Residential Supports

Contract Number 23102310302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 For the second time, received "Two Year Certification with Distinction" dated 08/09/2002

1.2 Done yearly and ongoing monthly

Contract Number 23102310304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 For the second time, received "Two Year Certification with Distinction" dated 08/09/2002

1.2 Done yearly and ongoing monthly

Contract Number 23102310316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 For the second time, received "Two Year Certification with Distinction" dated 08/09/2002

1.2 Done yearly and ongoing monthly

Contract Number 23102310332

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 For the second time, received "Two Year Certification with Distinction" dated 08/09/2002

1.2 Done yearly and ongoing monthly

Contract Number 26102610305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 For the second time, received "Two Year Certification with Distinction" dated 08/09/2002

1.2 Done yearly and ongoing monthly

## *3163* Community Based Day Supports

Contract Number 26102610302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 25% | 0.25 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 25% | 0.25 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23102310323

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 50 | 50 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 50 | 50 |

**Contractor Comments:**

Contract Number 26102610354

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 66 | 61 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 32 | 17 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 2 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 22 |

**Contractor Comments:**

# *Alternatives Unlimited (042587863)*

## *2205* Employment Services

Contract Number 20071031002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 1 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 8 | 8 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 8 | 8 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 25 | 6 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 2 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 8 | 8 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 8 | 8 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 8 | 5 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

## *2839/2901* Combination Shelters

Contract Number 40922100003

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 1460 | 1021 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 2920 | 1656 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 84 | 114 |
| 2.4 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 4 | 8 |
| 2.5 | Provide access to kitchen facilities for guests to prepare up to 3 meals per day per family measured by the actual number of meals served | 19254 | 7592 |
| 2.6 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.7 | Develop and maintain a Family Life Plan for each family | 100% | 1 |

**Contractor Comments:**

## *2901a* Family Shelters

Contract Number 509220001FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 4 | 8 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 4 | 8 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 2920 | 1656 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 2920 | 1656 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |

| | | | |
|---|---|---|---|
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.2 Access and food are provided for 3 meals for all. Some guests choose not to eat here or do not sign sheet.
2.1 With high rents and a shortage of housing, goal is set low. We are also dependent on outside housing worker.

## *3036* Services for Education & Employment (SEE)

Contract Number 23202002036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 12 | 10 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 14 | 10 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 15 | 24 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 20 | 26 |

**Contractor Comments:** Increased number of program participants choosing to pursue education goals vs. employment.

## *3049* Adult Residential Services

Contract Number 23102002025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 90% | 0.28 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 2 | 8 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .25 | 0.5 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

Contract Number 232020023037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 90% | 0.29 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7 | 2 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .25 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

Contract Number 23302002075

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 90% | 0.19 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7 | 2 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 0.02 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.97 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 22002200335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22102210318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22201220301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.9 |

**Contractor Comments:**

Contract Number 26702670362

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 22202220369

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 88% | 0.9 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 88% | 0.9 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 90% | 0.9 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 90% | 0.9 |

**Contractor Comments:**

Contract Number 22402240315

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85% | 0.92 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85% | 0.92 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75% | 0.8 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75% | 0.8 |

**Contractor Comments:**

Contract Number 26701670311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85% | 0.92 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85% | 0.92 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 90% | 0.77 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 90% | 0.77 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 22202220367

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 75% | 0.56 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5% | 0.15 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 21% | 0.21 |

**Contractor Comments:**

Contract Number 26702670372

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 80% | 0.51 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 15% | 0.22 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 5% | 0.27 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 22102210309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Supported Living staff And DMR continue to be in contact. Client continues to be doing well in her own apartment. Treatment team will continue to keep in contact to ensure her success.

Contract Number 22202220307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 26702670362

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Amego Inc. (237131690)

## 3153 Residential Supports

Contract Number 23202320357

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25202520315

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25402540332

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26702670329

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23202320373

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 33% | 0.17 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 67% | 0.83 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |

**Contractor Comments:**

Contract Number 25402540325

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 75% | 0.6 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 25% | 0.4 |

**Contractor Comments:**

Contract Number 26702670330

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 93% | 0.93 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 7% | 0.07 |

**Contractor Comments:**

# American Training, Inc. (042662986)

## 2201a Evaluation

Contract Number 20072004227

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 60 | 90 |
| 2.1 | Number of people served measured by unduplicated count | 60 | 90 |

**Contractor Comments:**

## 2201b Work Adjustment Training

Contract Number 20072004227b

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 20 | 19 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 20 | 19 |
| 2.1 | Number of individuals served measured by unduplicated count | 20 | 19 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 20 | 15 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 20 | 15 |

**Contractor Comments:**

## 2201c Skills Training

Contract Number 20072004227c

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 20 | 13 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 20 | 15 |
| 2.1 | Total number of individuals served measured by unduplicated count | 20 | 15 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 20 | 13 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 20 | 12 |

**Contractor Comments:**

## *2201d* Job Support Services

Contract Number 20072004227d

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 20 | 6 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 20 | 6 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 20 | 16 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 20 | 5 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number 20072031040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 23 | 22 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 23 | 23 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 23 | 23 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 23 | 23 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 6 | 6 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 1 | 1 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 23 | 23 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 23 | 22 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 23 | 23 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:** One individual consistently fails to meet 25%. as been referred to DMR for services.

## *2833a* Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508529YP020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 42 | 42 |
| 2.1 | Enrollments | 53 | 53 |

**Contractor Comments:**

Contract Number 508529YP021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 18 | 18 |
| 2.1 | Enrollments | 26 | 26 |

**Contractor Comments:**

Contract Number 508529YP030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 27 | 27 |
| 2.1 | Enrollments | 46 | 46 |

**Contractor Comments:**

## *3036* Services for Education & Employment (SEE)

Contract Number 33102003058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 34 | 27 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 55 | 30 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 18 | 25 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 20 | 52 |

**Contractor Comments:** The employment numbers were lower than goals because there were higher than expected education numbers.

Contract Number 33201003065

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 27 | 28 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 29 | 30 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 20 | 23 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 22 | 50 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 33102003169

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75 | 80 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 8 | 8 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 4 | 4 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 87 |

**Contractor Comments:** Since additional clinical support and nursing support has been added to the program there has been a 72% decrease in psychiatric hospitalizations over the past year.

## *3079* Child/Adolescent Residential Services

Contract Number 32102003160

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90 | 87 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 90 | 71 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 80 | 83 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 90 | 100 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 23202320356

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 23202320353

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 23202320353b

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23202320310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 47 | 48 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 15 | 14 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 24 | 28 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 11 | 10 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 23 | 23 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 5 | 5 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23202320345

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Anchor House, Inc. (237146790)*

## *3386* Residential Treatment and Rehabilitation

Contract Number 23041802040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.27 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.27 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.27 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.27 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.23 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.23 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.78 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.78 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.26 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.26 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.51 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.51 |

**Contractor Comments:**

1.1 & 1.2 Factors affecting the completion rate and, subsequently, the overall program goals achievement include: an increase in drop out rate, clients with co-occurring problems other than substance abuse as the primary motive for seeking admission (criminal justice compliancy, homelessness, joblessness, psychiatric disorders, etc.), and a highly structured treatment environment, to name a few.

2.2 While Anchor House, Inc. has admitted individuals whose language "most often used" is other than English when in their personal/home environment (e.g., Hispanic), all have been fluent in English while at this treatment facility.

All other performance outcome measures reached or exceeded expected program goals.

# Arch Foundation, Inc. (042376611)

## 3386 Residential Treatment and Rehabilitation

Contract Number 23042802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 63 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 63 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 63 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 63 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 44 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 44 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 10 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 10 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 42 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 42 |

**Contractor Comments:**

# ARCHway, Inc. (042643209)

## 3153 Residential Supports

Contract Number SCDMR22002200380

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

# *Asian American Civic Association, Inc. (042476258)*

## *2003a* Employment Services and ESL

Contract Number ORI01002CAP213

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 0 |
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 0 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0 |
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 0 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 0 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 0 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 0 |

| | | | |
|---|---|---|---|
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 0 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 0 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 0 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 0 |
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 0 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 0 |

**Contractor Comments:**

## *2003c* Citizenship and Democracy

Contract Number ORI01002CAP213

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of clients assisted with the Citizenship Application Process | 180 | 220 |
| 1.2 | Number of clients completing ESL/Civics Cycle | 60 | 66 |
| 1.3 | Number attaining citizenship | actual | 18 |
| 1.4 | Number of clients scheduled for a citizenship test | 0 | 47 |
| 1.5 | Number of clients passing a citizenship test | 0 | 18 |
| 1.6 | Number of clients attaining citizenship | 0 | 18 |
| 2.1 | Number of participants enrolled | 180 | 220 |
| 2.10 | Number of hours of Native Language | actual | 0 |
| 2.11 | Amount of matching and in-kind contribution | 15673 | 15673 |
| 2.2 | Number of participants receiving state benefits | actual | 112 |

| | | | |
|---|---|---|---|
| 2.3 | Number of participants eligible for federal benefits | actual | 18 |
| 2.4 | Dollar Amount of matching and in-kind contribution | actual | 15673 |
| 2.5 | Number of hours of ESL Civics/Beginner | 80 | 80 |
| 2.6 | Number of hours of ESL Civics/Intermediate | 80 | 80 |
| 2.7 | Number of hours of Native Language/Civics | 0 | 0 |
| 2.8 | Number assisted with the N-400 | 120 | 131 |
| 2.9 | Number assisted with N-648 (Disability Waiver) | 20 | 11 |
| 3.1 | Cost per client ESL/Civics 1 | 0 | 0 |
| 3.2 | Cost per client ESL/Civics 2 and Native Language Class | 0 | 0 |
| 3.3 | Cost per disability waiver | 0 | 0 |
| 4.1 | Increase in the number of citizens | 0 | 18 |
| 4.2 | Decrease in clients receiving state benefits | 0 | 18 |
| 4.3 | Increase in English language skill by one Melt level | 0 | 0 |

**Contractor Comments:**

## *2003d* Post Employment English for Self-sufficiency (PPESS)

Contract Number ORI01002CAP213

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients understand the consistency of the self-sufficiency goal within the MRRP service system measured by the percentage of clients referred to PEESS receiving a program orientation | 100% | 0 |
| 1.2 | Clients receive their post-placement English language instruction at the appropriate level in relation to their skills and needs measured by the percentage of clients receiving an initial language assessment | 100% | 0 |
| 2.1 | Program has bilingual/bicultural staff capacity measured by the percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 0 |
| 2.2 | Program staff is appropriately trained measured by the percentage of cases where services provided are in full compliance with MRRP requirements | 100% | 0 |

| | | | |
|---|---|---|---|
| 2.3 | Program is effectively coordinated with other MRRP services measured by the percentage of clients tracked and monitored on an on-going basis facilitating timely follow-up with additional services | 100% | 0 |
| 3.1 | Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed whose families achieve self-sufficiency | 50% | 0 |

**Contractor Comments:**

# *Asian Task Froce Against domestic Violence, Inc. (043103354)*

## *BWCPa* Battered Women & Children: Substance Abuse Shelter

Contract Number 09950319275

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 1521 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0.46 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 119 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 49 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 1 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 1 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 1 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 1 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 1 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 1 |

| | | | |
|---|---|---|---|
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 1 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 1 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 1 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0.01 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 1 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 1 | 1 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 1 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 1 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 1 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0.01 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 1 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0.01 |

**Contractor Comments:** The funding we received for this program is Emergency Shelter Services (Safebed). Most of the questions above do not apply to our program. Are numbers are listed below.

Contract Number 0006-02-19213

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 4009 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 0.83 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 116 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 0.83 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 21 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 79 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 18 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 69 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 9 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 31 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 893 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.6 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 83 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 20 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 42 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 116 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 82 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 383 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 26 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 78 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 0.83 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 78 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 0.83 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 78 |

**Contractor Comments:**

# ASSOCIATES FOR HUMAN SERVICES, iNC. (042556164)

## 3153 Residential Supports

Contract Number 25402540306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 25402540319

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005156

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.95 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.95 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.85 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.85 |

**Contractor Comments:**

# ATHOL AREA YOUNG MENS CHRISTIAN ASSOCIATION (042103727)

## 2839 Individual Shelters

Contract Number 40921010003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 6 | 5 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 6 | 5 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 0 | 0 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 0 | 0 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 6 | 5 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 6 | 5 |

**Contractor Comments:** 2.2 we do not serve meals at the ymca.

## CHCX Income Eligible Child Care

Contract Number 10009131020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 38 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 38 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 38 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** Remainder of surveys not returned or returned directly to OCCS. OCCS does not report to me findings of the survey.

# Attleboro Enterprises, Inc. (042660632)

## 2201a Evaluation

Contract Number MRC20072004240

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 100 | 100 |
| 2.1 | Number of people served measured by unduplicated count | 16 | 18 |

**Contractor Comments:**

## 2201b Work Adjustment Training

Contract Number MRC20072004240

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 100 | 100 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 100 | 100 |
| 2.1 | Number of individuals served measured by unduplicated count | 6 | 6 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 6 | 6 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 6 | 6 |

**Contractor Comments:**

## 2201d Job Support Services

Contract Number MRC20072004240

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 75% | 1 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 100 | 100 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 3 | 3 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 3 | 3 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number MRC20072031006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 100 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 100 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 100 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 100 | 100 |
| 2.1 | Number of individuals served (unduplicated count) | 5 | 5 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 20 | 23 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 1 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100 | 100 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100 | 100 |

| | | | |
|---|---|---|---|
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100 | 100 |
| 4.4 | Number of individuals that are referred out for placement services | 1 | 0 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number DMR25502550340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number DRM25402540318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 64 | 66 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 12 | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 12 | 15 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 12 | 19 |

**Contractor Comments:**

# Autism Services Association, Inc. (042470788)

## 2205 Employment Services

Contract Number 20072003101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 75 | 100 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 75 | 85 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 2 | 2 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 2 | 2 |
| 2.1 | Number of individuals served (unduplicated count) | 2 | 2 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 20 | 20 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 2 | 2 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 2 | 2 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 2 | 2 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 2 | 2 |
| 4.4 | Number of individuals that are referred out for placement services | 2 | 2 |

**Contractor Comments:**

Contract Number 20072031095

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 75 | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 75 | 85 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 2 | 2 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 2 | 2 |
| 2.1 | Number of individuals served (unduplicated count) | 2 | 2 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 20 | 20 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 2 | 2 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 2 | 2 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 2 | 2 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 2 | 2 |
| 4.4 | Number of individuals that are referred out for placement services | 2 | 2 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 22402240380

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 80 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 80 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 80 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 80 | 100 |

**Contractor Comments:**

Contract Number 23102310319

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 80 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 80 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 80 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 80 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26002600300

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 5 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 75 | 85 |

**Contractor Comments:**

## *Baroco Corporation (042803483)*

### *2225a* SHIP Head Injury Centers

Contract Number 20072007107

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following July 1, 2002, the Head Injury Center will demonstrate a percentage increase above baseline in the total number of service hours which are delivered off-site to consumers within this Head Injury Center based on regional characteristics | N/A | 0 |
| 1.2 | Following July 1, 2002, the percentage of total objectives met will reflect an increase each year from previous fiscal years, demonstrating an increase in participant's skill levels. | N/A | 0 |
| 2.1 | Number of service hours delivered off-site annually | Actual | 0 |
| 2.2 | Percentage of ISP objectives met for all participants during the fiscal year (total number of ISP goals that were accomplished divided by total number of ISP goals) | Actual | 0 |
| 4.1 | Consumers are satisfied with Head Injury Center services measured by the percentage of positive responses to the following question on the Consumer Satisfaction Survey: How satisfied are you with the quality of your services? (total number of responses d | 80% | 0 |
| 4.2 | Consumers are satisfied with Head Injury Center services measured by the percentage of positive responses to the following question on the Consumer Satisfaction Survey: Are your goals being met? (total number of responses divided by total number of | 80% | 0 |

**Contractor Comments:** Program terminated prior to fiscal 2002. One payment was received in error during fiscal 2002 and was returned to state.

### *3163* Community Based Day Supports

Contract Number 2160-2-160389

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:**

# Barry L. Price Rehabilitation Center, Inc. (042625859)

## 2143 Residential/Day (3 providers only)

Contract Number 41002718121

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number 26502650304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 26702670365

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26702670358

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 25% | 0.24 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 25% | 0.24 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 10% | 0.24 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 40% | 0.28 |

**Contractor Comments:** Due to recent provider owned business ceasing operations, current economic atmosphere and personal desires, many individuals are in transition to seek employment.

# Bass River, Inc. (042512466)

## 3153 Residential Supports

Contract Number 23502350312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 23502350397

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 95 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 95 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 89 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 89 |

**Contractor Comments:** Actual performance does not meet goals for areas 1.1 and 1.3 due to reassignment of all individuals previously served under program code 3168 to 3163 on September 30, 2001.

## *3168* Employment Services

Contract Number 23502350324

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 86 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 5 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 9 | 0 |

**Contractor Comments:** Data not submitted due to termination of 3168 contract September 30, 2001.

# Battered Women's Resources, Inc. (042650532)

## BWCSa — Battered Women & Children: Comprehensive Program

Contract Number 00020219245

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 3882 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 49 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 28 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 61 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 8 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 18 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 7 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 16 |

| | | | |
|---|---|---|---|
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 69 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 1.06 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 100 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 15 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 6 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 33 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 694 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 73 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 69 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 69 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 69 |

**Contractor Comments:**

## *BWCSb* Battered Women & Children: Community Education & Training

Contract Number 00020219245

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of advertisements, public service announcements, brochures, flyers, newspaper articles developed measured by unduplicated count | Actual | 15 |
| 1.2 | Number of requests for information measured by unduplicated count | Actual | 24 |
| 1.3 | Number of requests for technical assistance measured by unduplicated count | Actual | 0 |
| 1.4 | Number of requests for public speaking engagements measured by unduplicated count | Actual | 274 |
| 1.5 | Number of inter-agency forums attended | Actual | 27 |
| 3.1 | Cost per training measured by total program cost divided by number of trainings | Actual | 0 |
| 4.1 | Percentage of increase in awareness of domestic violence issues, familiarity with local resources measured by percentage change in scores from pre and post tests administered during training sessions | Actual | 0 |

**Contractor Comments:** Pre and post test are not administered

# Bay Cove Human Services, Inc. And Affiliate (042518575)

## 2201a Evaluation

Contract Number 20072004223

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | Actual | 19 |
| 2.1 | Number of people served measured by unduplicated count | Actual | 35 |

**Contractor Comments:**

## 2205 Employment Services

Contract Number 20072031014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 0.7 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.81 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 4 | 5 |
| 2.1 | Number of individuals served (unduplicated count) | 21 | 21 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 120 | 576 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 3 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 21 | 17 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 21 | 15 |

| | | | |
|---|---|---|---|
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 15 | 21 |
| 4.4 | Number of individuals that are referred out for placement services | 3 | 0 |

**Contractor Comments:** 1.1 & 1.2: Most individuals met goal most months. Our interpretation of the question means that if someone is out sick or on vacation, they do not reach the goal

4.1 & 4.2: Most individuals met attendance and productivity goals in most months

4.3: 5 individuals working off-site. Unable to report this information anywhere

## *3034* Community Support Clubhouse

Contract Number 63102006067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 35 | 37 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 10 | 2 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 15 | 6 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 6 | 5 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 15 | 10 |

**Contractor Comments:**

Contract Number 63202006072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 120 | 155 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 25 | 33 |

| | | | |
|---|---|---|---|
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 60 | 75 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 90 | 95 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 25 | 36 |

**Contractor Comments:**

## *3036* Services for Education & Employment (SEE)

Contract Number 63102006052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 10 | 11 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 13 | 13 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 12 | 9 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 15 | 31 |

**Contractor Comments:**

Contract Number 63202006076

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 65 | 67 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 80 | 89 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 85 | 42 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 110 | 137 |

**Contractor Comments:**

- Education numbers down due to decrease in consumers who stated education as their goal
- Fewer students taking more classes
- Less funding of education from outside sources

Contract Number 63412006091

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 65 | 131 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 80 | 150 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 30 | 89 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 35 | 93 |

**Contractor Comments:**

## *3037* Day Rehabilitation

Contract Number 63202006075

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 80% | 0.98 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 100% | 1 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 20% | 0.31 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 8% | 0.192 |

**Contractor Comments:**

Contract Number 63402006092

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 2400 | 3214 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 75 | 72 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 75 | 43 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 50 | 35 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 40 | 35 |

**Contractor Comments:**

* Total # of program consumers FY02 goal = 110, actual outcome = 164

* In Jan 02 Bay Cove Center, MBES, and Gill Rehab revised the referral process to MBES, resulting in a drop in the actual number of consumers referred and moved (1.4, 1.5)

* Due to definitions used re: assessment (1.3) actual outcome will appear lower. Gill Rehab will re-design/re-define of its implementation of assessments (1.3) in order to more accurately reflect assessments completed

## *3049* Adult Residential Services

Contract Number 63102006139

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 30% | 0.54 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 30 | 4.6 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 30 | 0.2 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80% | 0.86 |

**Contractor Comments:** 1.2 & 1.3: Outcomes represent # of days

Contract Number 63102006144

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 30% | 0.63 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 30 | 1.3 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 45 | 0.4 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 0.77 |

**Contractor Comments:** 1.2 & 1.3: Outcome represents # of days

Contract Number 63202006157

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 60% | 0.61 |

| | | | |
|---|---|---|---|
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 30 | 7.6 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 30 | 0.3 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 0.92 |

**Contractor Comments:** 1.2 & 1.3 numbers used represent # of days

Contract Number 63402006140

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 30% | 0.51 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 20 | 2 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 10 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80% | 0.9 |

**Contractor Comments:** 1.2 & 1.3: Outsome represents # of days

## *3065* Community and School Support

Contract Number 62102006013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 100% | 0 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 100% | 0.85 |

| | | | |
|---|---|---|---|
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 100% | 0.9 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | Actual | 2950 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | Actual | 2950 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | Actual | 50 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | Actual | 0 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | Actual | 0 |

**Contractor Comments:** 1.1, 2.2 & 2.3 are not applicable to our program

## *3132* Comprehensive Psychiatric Services

Contract Number 63402006095

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists who are board certified divided by total number of psychiatrists | 100% | 1 |
| 4.1 | Direct care staff spend a specified percentage of their time doing direct face-to-face contact measured by number of hours staff had face-to-face contact divided by (40 hours times number of FTEs) | 70% | 0.8 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 26002600333

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26402640377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 26402640306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 85% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 85% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 85% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 85% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26402640305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 53% | 0.88 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 18 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 20 | 0.68 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | Actual | 2 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | Actual | 2 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | Actual | 7 |

**Contractor Comments:** 1.2 question is unclear; appears to be the same as question 1.3

## *3176* Family Support

Contract Number 26002600317

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 20% | 0.3 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 30% | 0.3 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 0.25 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | N/A | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** Question 1.4b is not applicable to our program

## *3177* Individual Support

Contract Number 26402640378

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3306* Search BSAS Education & Assessment

Contract Number 23372802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients referred to other social/health services as part of the program (based on annual report) | Actual | 0.3 |
| 2.1 | Percentage of minority (non-white) clients receiving services (annual unduplicated count) | actual | 0.303 |
| 2.2 | Percentage of women receiving services (annual unduplicated count) | actual | 0.129 |
| 2.3 | Percentage of injection drug users receiving services (annual unduplicated count) | Actual | 0.468 |

**Contractor Comments:** 1.1 Search workers referred 100% of clients. 30% were referred to programs outside of Bay Cove.

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.923 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.206 |

**Contractor Comments:** 2.1: 76.5% Referrals not needed @ completion of program (services already in place). 3% did not want referrals

## 3317 Early Intervention

Contract Number 36012005157

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.1 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.64 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.64 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.95 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.95 |

**Contractor Comments:** 2.1: Difficulty in recruiting staff has resulted in delays for children being assigned to service coordinators and generating signed IFSPs within 45 days of referral. Repeated outreach efforts to high environmental risk referrals also decreases the percent of IFSPs signed within 45 days of referral.

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23012802031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.384 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.429 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.404 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.392 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.453 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.385 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.04 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.235 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.045 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.77 |

**Contractor Comments:**

## *3395b* Acute Treatment Services

Contract Number 23032802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.618 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 0.5 |

**Contractor Comments:** 47.9% of clients: referral not wanted
1.9% of clients: referral not needed (services in place)

Contract Number 23032928029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.547 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 0.275 |

**Contractor Comments:** 33% of referrals to aftercare not needed (services in place). 39% of referrals not wanted

Contract Number 23462928007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.403 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 0.737 |

**Contractor Comments:**

## 3397 Narcotic Treatment Services

Contract Number 23182802006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Programs submit 100% of all client data of all clients eligible to participate in MTQAS | 100% | 1 |

**Contractor Comments:**

## 3414 Youth Programs

Contract Number 23212802017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 100 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 5 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 300 |

**Contractor Comments:**

## 3426 Adolescent Services (CHINS)

Contract Number 23172817001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increased knowledge of ATOD risks among youth and family measured by the percentage of clients who complete the program | Actual | 100 |
| 1.2 | Decreased ATOD use by youth and/or family measured by the percentage of clients who report no ATOD use at discharge from the program | Actual | 75 |
| 1.3 | Increased awareness of HIV/STD risk and risk of teen pregnancy measured by the number of youths receiving risk reduction materials based on monthly reports | Actual | 25 |
| 1.4 | Improved school performance measured by the percentage of clients who report improved grades, increased and consistent school attendance, reported annually | 25 | 100 |
| 1.5 | Decrease in or lack of illegal behaviors measured by the number of youths who complete the program and decrease illegal behaviors based on MIS data | 25 | 25 |

| | | | |
|---|---|---|---|
| 2.1 | Number of psycho-educational class sessions | Actual | 85 |
| 2.2 | Average number of youth in attendance at psycho-educational classes(number of youth at each session divided by number of sessions) | Actual | 15 |
| 2.3 | Number of youth participating in Youth Intervention Activities Group (unduplicated count) | Actual | 50 |
| 2.4 | Number of Family Educational class sessions | Actual | 15 |
| 2.5 | Average number of parents in attendance at educational classes (number of parents at each session divided by number of sessions) | Actual | 6 |

**Contractor Comments:**

## *3434* Transitional Support Services

Contract Number 23482928001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Referred clients complete the program measured by the percentage of clients that complete treatment at discharge according to MIS data | Actual | 0.403 |
| 1.2 | Clients follow their aftercare plan measured by the percentage of clients that follow their aftercare plan | Actual | 0 |
| 2.1 | Clients are successfully referred measured by the percentage of clients linked to the next step in their service plan | Actual | 0.737 |
| 2.2 | Clients are appropriate for services measured by the percentage of clients living in shelters, missions or on the streets | Actual | 0.98 |

**Contractor Comments:** 1.2: *Bridge to Recovery does not track this data

Contract Number 23482937002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Referred clients complete the program measured by the percentage of clients that complete treatment at discharge according to MIS data | Actual | 0.513 |
| 1.2 | Clients follow their aftercare plan measured by the percentage of clients that follow their aftercare plan | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.1 | Clients are successfully referred measured by the percentage of clients linked to the next step in their service plan | Actual | 0.572 |
| 2.2 | Clients are appropriate for services measured by the percentage of clients living in shelters, missions or on the streets | Actual | 0.135 |

**Contractor Comments:** 1.2: New Hope TSS does not currently track this data
2.1: 22.9% of referrals not needed (services in place)
19.7% of referrals not wanted

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 89 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 5000 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 200 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 150 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 150 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 100 | 1275 |

| | | | |
|---|---|---|---|
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 50 | 450 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 20 | 205 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 25 | 250 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 5 | 57 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *3486* Batterer Intervention

Contract Number 34092025062

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 50 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 1 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 65 |
| 2.2 | Increase the number of referrals to victim’s services by certified batterer intervention services measured by the annual number of referrals | Actual | 65 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 30 |

**Contractor Comments:**

# Bay State Community Services, Inc. (042468492)

## 3066 Individual & Family Flexible Support Srvs

Contract Number 53402005045

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90% | 0.7 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 92% | 1 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 40% | 0.69 |

**Contractor Comments:**

## 3068 Day Services (children & adolescents)

Contract Number 43402004074

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 88% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 88% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 88% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 88% | 1 |

| | | | |
|---|---|---|---|
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 88% | 1 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 88% | 1 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 88% | 0.82 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 88% | 0.82 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 16 | 41 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 9 | 6 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number 42102004107

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 80% | 0.91 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 74% | 0.77 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 80% | 0.93 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 85% | 0.89 |

**Contractor Comments:**

## 3306 Search BSAS Education & Assessment

Contract Number 23372802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients referred to other social/health services as part of the program (based on annual report) | Actual | 0.52 |
| 2.1 | Percentage of minority (non-white) clients receiving services (annual unduplicated count) | actual | 0.07 |
| 2.2 | Percentage of women receiving services (annual unduplicated count) | actual | 0.32 |
| 2.3 | Percentage of injection drug users receiving services (annual unduplicated count) | Actual | 0.45 |

**Contractor Comments:** There was a decrease in the unduplicated count due to the closing of a wet shelter serviced by this contract.

## 3315 1st Offender Driver Alcohol Education

Contract Number 23212802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.88 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.97 |

**Contractor Comments:**

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23012802020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 32.5 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 34 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 32 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 35 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 9.2 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 1 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 7.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 49.7 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 26.3 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 2 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 23212802012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 1 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0.03 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 2995 |

**Contractor Comments:**

## *3447* Tobacco Control: Comm. Mobilization Networks

Contract Number 29022079041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Change in community attitudes toward tobacco use measured by the number of studies of community attitudes | Actual | 0.75 |
| 1.2 | Change in community attitudes toward tobacco use measured by the number of regulations passed in member communities | Actual | 2 |
| 2.1 | Development and implementation of a community action plan based on best practices measured by submission of a quality annual Community Action Plan | Yes | 1 |
| 2.2 | Development and implementation of a community action plan based on best practices measured by documented participation of MTCP funded programs in the development and implementation of the Community Action Plan | Yes | 1 |

**Contractor Comments:**

## *3449* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Smoking Interventions

Contract Number 29042802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the number of smokers identified and counseled | 175 | 72 |
| 1.2 | Number of target priority population participating in program activities measured by the number of smokers receiving intensive treatment | 92 | 27 |
| 1.3 | Number of target priority population participating in program activities mesured by the number of target population participating in program activities | 175 | 72 |
| 2.1 | Development and uimplementation of an annual workplan measured by successful implementation of an annual workplan that addresses program components and standards described in the scope of services (1=yes, 2=no) | 1 (Yes) | 1 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143091

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0.85 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 650 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 35 |

| | | | |
|---|---|---|---|
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:**

## *3459* Child Care

Contract Number 23362802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Monthly average number of hours of care provided (annual number of hours of care provided ( twelve) | > 35 | 55 |
| 2.2 | Percentage of referrals to specialized services for children (in the quarterly report) | Actual | 0.12 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | actual | 3800 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | actual | 1400 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | actual | 3600 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | actual | 3100 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | actual | 375 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *3486* Batterer Intervention

Contract Number 34092025049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 66 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.95 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 96 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 66 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 0 |

**Contractor Comments:** Measure Number 2.3 is not applicable to this program.

Contract Number 34092041061

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 97 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.95 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 147 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 55 |

| | | | |
|---|---|---|---|
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 0 |

**Contractor Comments:** Measure 2.3 is not applicable to this program.

# BayPath Elder Services, inc. (042608708)

## 8006 Home Care Purchase-of-Service

Contract Number 03640206001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.736 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.98 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 58.7 | 58.7 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 692 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.99 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 4 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 58 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.97 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 1 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03640233209

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.8 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.75 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.49 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 9 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03640206001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.736 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.98 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 58.7 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 692 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.99 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 692 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 4 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 58 | 58 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.9 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.97 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03640206001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.68 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 8 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.884 |

**Contractor Comments:**

Contract Number 03640517170

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.83 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 7 |

| | | | |
|---|---|---|---|
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.925 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03640225001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 2.0 | 0 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 6 | 2 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 112.5 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 2.1 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 1 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 6.7 |

| | | | |
|---|---|---|---|
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 17.6 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 4.4 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 03640206001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.56 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.97 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.97 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.73 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.73 |

| | | | |
|---|---|---|---|
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.38 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 9 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03640206001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 89.25 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 2.9 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 31 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.99 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03640ec001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.878 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 3.5 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 25 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 1 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# Beacon Hill Multicultural Psychological Association, Inc. (043140450)

## 3049 Adult Residential Services

Contract Number 63102006131

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 34 | 34 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 492 | 62 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 33 | 33 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352802126

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 750 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 250 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 5000 |

**Contractor Comments:**

# Beaverbrook STEP, Inc. (042518911)

## 3153 Residential Supports

Contract Number 26102610304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 26102610372

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 84% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 84% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26102610308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Behavioral Associates of Massachusetts, Inc. (042912574)

## 3153 Residential Supports

Contract Number DMR22402240314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR25402540338

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number DMR25402540328

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number DMR22402240313

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 100% | 1 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100% | 1 |

**Contractor Comments:**

Contract Number DMR25402540326

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 25% | 0.5 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 25% | 0.25 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 50% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0% | 0.25 |

**Contractor Comments:**

# Berkshire Center for Families and Children, Inc. (042226238)

## 3176 Family Support

Contract Number SCDMR21100211030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 0.4 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## CHCX Income Eligible Child Care

Contract Number SCOFC10009131003

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 91 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 91 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 91 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 85 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 85 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 85 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 85 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 85 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 85 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number SCOFC10100041002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 26 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 26 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 26 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 85 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 85 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 85 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 17 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 17 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 17 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 56 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 56 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 56 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 56 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 56 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 56 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 118 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 118 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 118 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

## *RESGb* Group Home Teen Pregnancy Program

Contract Number SCDSS09950218216

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.33 |

| | | | |
|---|---|---|---|
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.33 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 12 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 12 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 0 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.58 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.25 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.75 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 1 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 142903 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 35725 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 178434 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 44609 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 0.8 |

**Contractor Comments:**

# Berkshire County Arc, Inc. (042218928)

## 2201a Evaluation

Contract Number 20071004203

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 12 | 11 |
| 2.1 | Number of people served measured by unduplicated count | 12 | 14 |

**Contractor Comments:**

## 2201b Work Adjustment Training

Contract Number 20071004203

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 12 | 18 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 12 | 18 |
| 2.1 | Number of individuals served measured by unduplicated count | 12 | 18 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 12 | 18 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 12 | 17 |

**Contractor Comments:**

## 2201c Skills Training

Contract Number 20071004203

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 0 | 0 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 0 | 0 |
| 2.1 | Total number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 0 | 0 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:** N/A - WE DO NOT PROVIDE THESE SERVICES

## *2201d* Job Support Services

Contract Number 20071004203

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 12 | 18 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 12 | 18 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 12 | 18 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 12 | 17 |

**Contractor Comments:**

## *2226a* SHIP Residential Services

Contract Number 20072007157

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | |
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | |

**Contractor Comments:** First goal of placement in May 2002 was obtained.

Goal of second placement in June 2002 was obtained.

## *3153* Residential Supports

Contract Number 21102110364

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21602160304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 21102110318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 98 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 98 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:** Two speech evaluations not completed due to staff vacancy.

## 3168 Employment Services

Contract Number 21102110314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 61 | 65 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 15 | 10 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 24 | 25 |

**Contractor Comments:** None

## 3176 Family Support

Contract Number 21102110357

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 40 | 40 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 70 | 70 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 85 | 85 |

| | | | |
|---|---|---|---|
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 21102110363

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *Berkshire County Chapter American Red Cross (042103876)*

### *3343* HIV/AIDS Prevention & Education

Contract Number 49352802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 1344 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 448 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 2500 |

**Contractor Comments:**

### *3430a* HIV/AIDS Client Services

Contract Number 49252802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 10974 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 53 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 2220 | 2552 |

**Contractor Comments:**

# Berkshire Family And Individual Resources (043246975)

## 3153 Residential Supports

Contract Number 21102110382

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.9 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 21102110303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 0.95 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 0.95 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 0.95 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 0.95 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 21102110304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 22% | 0.22 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 4% | 0.04 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 53% | 0.53 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 22% | 0.22 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 21102110343

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 21102110344

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *BERKSHIRE MEDICAL CENTER, INC. (042791396)*

### *3436* Breast Cancer Initiative

Contract Number 34071120177

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 1 |

**Contractor Comments:**

# Beta Community Services, Inc. (042574795)

## 3153 Residential Supports

Contract Number 25402540336

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** None Noted

## 3177 Individual Support

Contract Number 25402540337

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** None Noted

# Better Community Living, Inc. (043028678)

## 3153 Residential Supports

Contract Number 25602560321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 25602560320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 29 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 11 | 7 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 61 | 44 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 48 |

**Contractor Comments:** This is UFR program #2, not #1

## *3177* Individual Support

Contract Number 25602560323

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Beverly Children's Learning Center, Inc. (237267243)*

## *CHCX* Income Eligible Child Care

Contract Number 31010043013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 14 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 14 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 14 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.46 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.46 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.46 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 28 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 28 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 28 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 28 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 28 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 28 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |

**Contractor Comments:** 4% of parents did not return the survey and therefore we have no data to report on these families.

Regarding items 1.4a&b we find that almost half of our incoming families come to us seeking subsidized care with little understanding of the options available in the commonwealth. Sometimes these families are newly closed DSS cases who have not been properly transfered to income eligible slots. These families pose the most concern to us.

Contract Number 31012043013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0.98 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0.98 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0.98 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.98 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.98 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.98 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0.05 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0.05 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0.05 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.9 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.9 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.9 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.05 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.05 |

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|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.05 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.05 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.05 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.05 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.05 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.05 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.05 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.05 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.05 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.05 |

**Contractor Comments:** DSS Caseworkers seldom attend quaerterly meetings although we routinely scheudle them and always attempt to include the caseworkers.

# Boston Alcohol Detoxification Project. Inc. (042505724)

## 3395a Acute Treatment Services (Blanket for Pregnant Women)

Contract Number 23032802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who receive prenatal medical care (based on MIS discharge form) | Actual | 0 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 2075 |

**Contractor Comments:**

## 3434 Transitional Support Services

Contract Number 23482937008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Referred clients complete the program measured by the percentage of clients that complete treatment at discharge according to MIS data | Actual | 0.77 |
| 1.2 | Clients follow their aftercare plan measured by the percentage of clients that follow their aftercare plan | Actual | 0.7 |
| 2.1 | Clients are successfully referred measured by the percentage of clients linked to the next step in their service plan | Actual | 0.76 |
| 2.2 | Clients are appropriate for services measured by the percentage of clients living in shelters, missions or on the streets | Actual | 0.89 |

**Contractor Comments:**

## 3461 Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 65 | 73 |

| | | | |
|---|---|---|---|
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 75 | 78 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 70 | 72 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 65 | 70 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 70 | 75 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

# Boston College (042103545)

## 3168 Employment Services

Contract Number 26702670351

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |

**Contractor Comments:**

# Boston Hamilton House, Inc. (042551323)

## 3386 Residential Treatment and Rehabilitation

Contract Number 23040802023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.42 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.42 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.66 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.66 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.32 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.32 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.042 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.042 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.032 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.032 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.46 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.46 |

**Contractor Comments:**

# Boston Health Care for the Homeless Program, Inc. (043160480)

## 2867 Health Care Contracts

Contract Number SCWEL4094201HC03

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Homeless individuals and families are provided with access to health care and related services measured by the number of individuals and families served | 0 | 4198 |
| 2.1 | Homeless individuals and families are provided with access to health care and related services measured by the number of individuals and families served | 0 | 4198 |

**Contractor Comments:**

# Boston Rescue Mission, Inc. (042104726)

## 2839 Individual Shelters

Contract Number wel40922115013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 43800 | 47010 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 43800 | 47010 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 87600 | 192073 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 87600 | 192073 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100% | 1 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100% | 1 |

**Contractor Comments:**

# Boston Senior Home Care, Inc. (042546251)

## 8006 Home Care Purchase-of-Service

Contract Number 03642206005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.8 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.96 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 64 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1790 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 1 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 2.7 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 314 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.63 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.96 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.89 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03642206005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.8 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.96 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 71 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 2105 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 1 |

| | | | |
|---|---|---|---|
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 2200 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 2.7 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 207 | 314 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.63 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.96 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.89 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03642225005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | Actual | 0 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | Actual | 7 |

| | | | |
|---|---|---|---|
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 314 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 1.63 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 12 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 9 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 33 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 74 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 23 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 16 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03642206005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.7 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 0.3 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 43 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.63 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.86 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03642ECO005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.8 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 1.8 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 65 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.63 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.89 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# *Boys & Girls Club of Brockton, Inc. (222963214)*

## *3414* Youth Programs

Contract Number SCOFC50002135012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 80 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 3000 |

**Contractor Comments:**

2.3 Risk reduction Material were distributed by way of workshops, informational booths at fairs, and club programs as well as youth summits within the service area of the club.

2.2 Youth were referred on a voluntary basis because most of the youth we serve are under the age of 18 and therefore must have parental/guardian cooperation for treatment services.

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number SCDPH29052143094

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0.7 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 1596 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0.15 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 0 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** The Boys & Girls Club of Brockton provides educational information for youth ages 6 thur 18 years old and do provide referrals to the youth we serve however because those youth need permission from their parent/guardian for counseling.
2.1 Services included workshops, job fairs, handing out anti-tobacco literature at baseball games and a 10 week program on tobacco intervention and prevention.

## *CHCX* Income Eligible Child Care

Contract Number SCOFC50002135012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 60 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 60 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 60 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 49 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 49 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 49 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:**

1.5a,b; 1.6a,b
Questionnaire are distributed to all parents who participate in the program however all questionnaire are mailed directly to OCCS without any confirmation that each parent did mail in the questionnaire. We do not receive any results of the questionnairs sent to OCCS.

The club is only liscensed for 49 slots with 35 for OCCS. Some parents have multiable children in the program which reduce the number of questionnaire given out to parents.

# *Bridge Over Troubled Waters, Inc. (042472126)*

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 27.9 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 43.3 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 42.3 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 13.5 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 59.6 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 1.1 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 39.9 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 33.9 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 7.9 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 231121G6072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 84 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 74 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 100 |

**Contractor Comments:**

Contract Number 23112802006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 100 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 100 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 100 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 23212802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 100 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 18.1 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 0 |

**Contractor Comments:**

# Brighton-Allston Mental Health Association, Inc. (237375858)

## 3064 Outpatient Services (ch)

Contract Number 62102006056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 0.92 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.89 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 15 | 26 |

**Contractor Comments:**

## 3065 Community and School Support

Contract Number 62102006156

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 85% | 1 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |

| | | | |
|---|---|---|---|
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 100 | 250 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 10 | 14 |

**Contractor Comments:** For Measures 1.2, 1.3, 2.1, 2.1a, and 2.1b, these are not applicable to this specific contract.

## *3066* Individual & Family Flexible Support Srvs

Contract Number 62102006056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 0.92 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.89 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 65 | 72 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 62102006147

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85% | 1 |

| | | | |
|---|---|---|---|
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 85% | 0.8 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 85% | 0.8 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 85% | 0.75 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 85% | 0.75 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 85% | 0.75 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 85% | 1 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 70% | 1 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 16 | 11 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 7 | 4.6 |

**Contractor Comments:**

# Bristol Elder Services, Inc. (042545767)

## 8006 Home Care Purchase-of-Service

Contract Number SCELD03642206006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 1784 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.95 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 1654 | 1531 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1542 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 2 | 1 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 1 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | 105% | 0.58 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.92 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.97 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.95 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.97 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number SCELD03642233210

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 98 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 99 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 99 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 99 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 15 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number SCELD03642206006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 1568 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | Actual | 0 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | 1568 | 1525 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1570 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 45 | 42 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | 25 | 1 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 1 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 105% | 0.92 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.92 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.96 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.95 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.97 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number SCELD03642517006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.92 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 8 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.95 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number sceld03642225006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 45 | 34 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 10 | 5 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 254 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 10 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 35 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 6 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 187 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 147 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 35 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 12 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 0.92 |

**Contractor Comments:**

## 8042 Protective Services Care Management

Contract Number SCELD03642206006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 95 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 95 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 95 |
| 2.2 | | Actual | 95 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 95 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 15 |

**Contractor Comments:**

## 8043 Managed Care/Housing

Contract Number scedl036422006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 564 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 45 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 43 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.92 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.95 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.97 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0.97 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number sceld03343206006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 94 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 49 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 51 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 3 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |

| | | | |
|---|---|---|---|
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.95 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0.97 |

**Contractor Comments:**

Contract Number SCELD03642ECO006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 94 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 49 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 51 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 3 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.05 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.95 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0.97 |

**Contractor Comments:**

# Brockton Area Association or Retarded Citizens, Inc. (042323368)

## 2201a Evaluation

Contract Number 104202

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 100 | 100 |
| 2.1 | Number of people served measured by unduplicated count | 6 | 4 |

**Contractor Comments:**

## 2205 Employment Services

Contract Number 031010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 100 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 100 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 100 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 20 | 20 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 60 | 60 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 20 | 20 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 20 | 20 |

| | | | |
|---|---|---|---|
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 20 | 20 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 520309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 33 | 43 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 43 | 31 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 2 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 24 | 24 |

**Contractor Comments:**

# Brockton Area Multi-Services, Inc. (042562377)

## 3037 Day Rehabilitation

Contract Number 53602005096

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 70 | 32 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 30% | 0.96 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 12% | 0.65 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 11% | 0.25 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 9% | 0.15 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 53602005098

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 35 | 50 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 4.5 | 5.1 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 4.5 | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80 | 90 |

**Contractor Comments:** Increased psychiatric hospitalizations due to increase in acuity of clients.

Contract Number 63202006133

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75 | 86 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 5 | 9.62 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1.24 | 0.125 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80 | 80 |

**Contractor Comments:** 1.2 3 INDIVIDUALS WERE HOSPITALIZED FOR LONG PERIODS.

## *3065* Community and School Support

Contract Number 52102005006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 92% | 0.94 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 88% | 0.9 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 95% | 0.95 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 4100 | 4728 |

| | | | |
|---|---|---|---|
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 4100 | 4728 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 175 | 145 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 450 | 504 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 90 | 78 |

**Contractor Comments:**

## *3066* Individual & Family Flexible Support Srvs

Contract Number 53602005077

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 75% | 0.86 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 80% | 0.91 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 0 | 85 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 53602005078

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 90 | 100 |

| | | | |
|---|---|---|---|
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 90 | 100 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 90 | 100 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 75 | 80 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 75 | 80 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 75 | 80 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 80 | 70 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 80 | 70 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 20 | 24 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 8 | 4.8 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number 52102005128

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 85% | 0.85 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 65% | 0.5 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 80% | 0.67 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 75% | 0.67 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 25202520300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.5 |

**Contractor Comments:**

Contract Number 25202520302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 25402540358

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 25802580305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26702670302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 25202520316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 25202520317

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 20% | 0.36 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 80% | 0.64 |

**Contractor Comments:** 1.1 no consumers in facility based work program.
1.3 no consumers in group supported employment.

## *3177* Individual Support

Contract Number 25202520305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.8 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.8 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.85 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.85 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.8 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.8 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 25802580309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005159

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.99 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.99 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.65 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.65 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.8 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.8 |

**Contractor Comments:** Increased home base services drastically reduce center based individual visits.
Increased community group services.

Contract Number 36012005999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.99 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.99 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.65 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.65 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.8 |

| | | | |
|---|---|---|---|
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.8 |

**Contractor Comments:** Increased home visits drastically reduce the center based visits.
Increased community group services.

## *3322a* Act Now HIV Early Intervention

Contract Number 49222802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Improved access to comprehensive primary health care for eligible uninsured and underinsured individuals in the region particularly from target population groups measured by number of people with HIV receiving comprehensive HIV primary care at the center | 75 | 14 |
| 1.2 | Regional clinical providers from settings OUTSIDE the center have access to current HIV clinical information measured by number of annual clinical education and training sessions with clinical providers outside the center | 0 | 3 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.39 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.76 |

**Contractor Comments:** Contract was cut in December 2001.

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352802021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 5026 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 38 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 10848 |

**Contractor Comments:** Documentation does not dictate that we ask for names, so it is difficult to give exact numbers of unduplicated clients. The numbers above reflect estimates.

## *3375* WIC Nutrition

Contract Number 35022101044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.34 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.34 |

**Contractor Comments:** Staff vacancies(one staff appealing worker's comp claim).
Inability to hire nurse practitioner due to low salary in the budget.

Contract Number 35022802018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9774 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9774 |

**Contractor Comments:** Staff vacancies.

## *3428* HIV/AIDS Multi-Services in CHC

Contract Number 49322802011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 109 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 15 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 534 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 350 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 350 |

**Contractor Comments:**

## *3430a* HIV/AIDS Client Services

Contract Number 49252802011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 1350 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 146 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 1200 | 1945 |

**Contractor Comments:**

## *3431* Pediatric AIDS (Masscare)

Contract Number 3712122E207

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients are satisfied with the care they are receiving as measured by percentage of families who report satisfaction with MassCARE services via a measurement instrument mutually accepted by Department of Public Health and vendor | % | 1 |
| 2.1 | Clients' CD4 counts are measured at frequencies consistent with US PHS Guidelines as measured by the percentage of client records containing documentation of CD4 count test at appropriate intervals. | % | 0.38 |
| 2.2 | Clients' viral loads are measured at frequencies consistent with US PHS Guidelines as measured by the percentage of client records containing documentation of viral load test at appropriate intervals. | % | 0.38 |

**Contractor Comments:**

Contract Number 37122220215

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients are satisfied with the care they are receiving as measured by percentage of families who report satisfaction with MassCARE services via a measurement instrument mutually accepted by Department of Public Health and vendor | % | 1 |
| 2.1 | Clients' CD4 counts are measured at frequencies consistent with US PHS Guidelines as measured by the percentage of client records containing documentation of CD4 count test at appropriate intervals. | % | 0.38 |
| 2.2 | Clients' viral loads are measured at frequencies consistent with US PHS Guidelines as measured by the percentage of client records containing documentation of viral load test at appropriate intervals. | % | 0.38 |

**Contractor Comments:** No response from clients/health care providers for updates or data.
Clients incarcerated or in treatment program.
Recent intakes/diagnosis or recent re-enrollment.

## *3440* Food Stamp Outreach

Contract Number 00000000000

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Number of strategies implemented within targeted communities to support food stamp outreach activities | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.2 | Number of potential applicants screened (unduplicated annual count) | Actual | 0 |

**Contractor Comments:** THIS MMARS CODE DOES NOT PERTAIN TO THE CONTRACTOR. PLEASE SEE YOUR OSD AWARD LETTER. THIS PROGRAM WAS IN EFFECT FOR THE PRIOR FISCAL YEAR. NO CONTRACT EXISTS FOR THIS MMARS CODE DURING THE PERIOD UNDER AUDIT.

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143109

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 2140 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 14 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 1.1,2.2,2.4 were not applicable to this contract.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29022079043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 200 | 71 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 75 | 121 |

| | | | |
|---|---|---|---|
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 1000 | 503 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 500 | 249 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 600 | 214 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 200 | 71 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 75 | 121 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 1000 | 503 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 500 | 249 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 600 | 214 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *CHCa* Court Based child Care

Contract Number 50002TC0805

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1a | Families are linked to the social, medical, child care and other services they need measured by the percentage of children who are informally screened for medical and health services | Actual | 100 |
| 1.1b | Of the percentage of children identified in 1.1a, report the percentage of children that are referred for medical or health services | Actual | 75 |
| 1.2 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that are referred to social service agencies | Actual | 90 |
| 1.3 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that request and are provided with information and resources that address parenting issues | Actual | 100 |
| 1.4a | Families are linked to the social, medical, child care and other services they need measured by the percentage of families informally screened for behavioral problems or developmental delays | Actual | 100 |
| 1.4b | Of the percentage of children identified in 1.4a, where the need for additional services (Early Intervention, WIC, etc) is identified, report the percentage of children that are referred. | Actual | 100 |
| 1.5 | Families are respected and engaged as partners in meeting their children's needs measured by the percentage of families that are provided family satisfaction questionnaires upon leaving child care services or participate in exit interviews or focus group | Actual | 100 |
| 1.6 | The functioning of the courts improves and increases in efficiency measured by the number of questionnaires completed and returned by court personnel who work with children and families that reflect satisfaction with the services provided. | Actual | 0 |
| 1.7 | Continuity of care is arranged for children and families needing childcare services measured by the percentage of families referred for child care services that result in services being received. | Actual | 0 |

**Contractor Comments:** 1.6 Being developed
1.7 Confidentiality issues being explored.

# *Brockton Area Private Industry Council, Inc. (043318828)*

## *2003c* Citizenship and Democracy

Contract Number SCWEL608539eve24

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of clients assisted with the Citizenship Application Process | 0 | 0 |
| 1.2 | Number of clients completing ESL/Civics Cycle | 0 | 0 |
| 1.3 | Number attaining citizenship | actual | 0 |
| 1.4 | Number of clients scheduled for a citizenship test | 0 | 0 |
| 1.5 | Number of clients passing a citizenship test | 0 | 0 |
| 1.6 | Number of clients attaining citizenship | 0 | 0 |
| 2.1 | Number of participants enrolled | 0 | 0 |
| 2.10 | Number of hours of Native Language | actual | 0 |
| 2.11 | Amount of matching and in-kind contribution | 0 | 0 |
| 2.2 | Number of participants receiving state benefits | actual | 0 |
| 2.3 | Number of participants eligible for federal benefits | actual | 0 |
| 2.4 | Dollar Amount of matching and in-kind contribution | actual | 0 |
| 2.5 | Number of hours of ESL Civics/Beginner | 0 | 0 |
| 2.6 | Number of hours of ESL Civics/Intermediate | 0 | 0 |
| 2.7 | Number of hours of Native Language/Civics | 0 | 0 |
| 2.8 | Number assisted with the N-400 | 0 | 0 |
| 2.9 | Number assisted with N-648 (Disability Waiver) | 0 | 0 |
| 3.1 | Cost per client ESL/Civics 1 | 0 | 0 |
| 3.2 | Cost per client ESL/Civics 2 and Native Language Class | 0 | 0 |
| 3.3 | Cost per disability waiver | 0 | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Increase in the number of citizens | 0 | 0 |
| 4.2 | Decrease in clients receiving state benefits | 0 | 0 |
| 4.3 | Increase in English language skill by one Melt level | 0 | 0 |

**Contractor Comments:** Program was not funded

## *2833a* Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number SCWEL508529yp009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 13 | 13 |
| 2.1 | Enrollments | 18 | 18 |

**Contractor Comments:** YPP

## *2868* Service Delivery Areas (SDA)

Contract Number SCWEL60852sda004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Positive Skill Training/Education Outcomes | 44 | 44 |
| 1.1 | Positive Skill Training/Education Outcomes | 44 | 44 |
| 2.1 | Number of Enrollments | 58 | 58 |
| 2.1 | Number of Enrollments | 58 | 58 |
| 3.1a | Cost per skills training/education enrollment | $1,755.00 | 2092 |
| 3.1a | Cost per skills training/education enrollment | $1,755.00 | 2092 |
| 3.1b | Cost per skills training/education outcome | $1,560.00 | 1502 |
| 3.1b | Cost per skills training/education outcome | $1,560.00 | 1502 |

**Contractor Comments:**

# Brockton Coalition for the Homeless, Inc. (042775921)

## 2839 Individual Shelters

Contract Number SCDTA40923100004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 16,753 | 16738 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 16,753 | 16738 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 37,230 | 50214 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 37,230 | 50214 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 1,000 | 1200 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 1,000 | 1200 |

**Contractor Comments:** Increase in admissions from last year due to further diminishing of affordable housing opportunities, a declining economy and reductions in funding for DMH, DPH and DOC residential services.

## 2839/2901 Combination Shelters

Contract Number SCDTA40923100004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 0 | 0 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 0 | 0 |

| | | | |
|---|---|---|---|
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 0 | 0 |
| 2.4 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.5 | Provide access to kitchen facilities for guests to prepare up to 3 meals per day per family measured by the actual number of meals served | 0 | 0 |
| 2.6 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0 |
| 2.7 | Develop and maintain a Family Life Plan for each family | 100% | 0 |

**Contractor Comments:** This contract has been separated from a combined contract including family and individual shelter, and is now only an individual shelter contract. Statistics have been entered under 2839.

## *2901a* Family Shelters

Contract Number SCDTA509220003FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 0 | 0 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 DTA contract reads "to provide support for housing search services". Housing search services and placements are provided by DTA through an outside Housing Assistance Program (HAP) vendor.

2.2 BCH provides "access" to kitchen facilities for 13 homeless families to prepare up to 3 meals per family per day. Families are responsible for preparing their own meals.

Contract Number SCDTA509220061FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 0 | 0 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 DTA contract reads "to provide support for housing search activities". Housing search services and placement are provided by DTA through an outside Housing Assistance Program (HAP) provider.

2.2 BCH provides "access" to kitchen facilities for 5 homeless families to prepare up to 3 meals per family per day. Families are responsible for preparing their own meals.

## *2901c* Scattered Sites

Contract Number SCDTA409520SC008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 36 | 14 |

| | | | |
|---|---|---|---|
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.89 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** Housing placements continue to negatively impacted by the diminished stock of affordable housing and the economic decline.

## *3392* Supportive Housing

Contract Number SCDMH53601005102

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.75 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 1 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** BTPP is a homeless prevention program.

Contract Number SCDPH23111ES4069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.75 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 1 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** BTPP is a homeless prevention program.

# *Brockton Day Nursery, Inc. (042103938)*

## *CHCX* Income Eligible Child Care

Contract Number 50009135013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 45 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 45 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 45 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.92 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.92 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.92 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 56 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 56 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 56 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.99 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.99 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.99 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.6a Questionares are sent directly to OCCS and not left with BDN

1.6b Questionares are sent directly to OCCS and not left with BDN

## *CHCY* Supportive Child Care

Contract Number 51800045009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 91 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 91 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 91 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 127 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 127 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 127 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 127 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 127 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 127 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

1.10 Questionaires are not left with BDN, but mailed directly to OCCS

1.11 Questionaires are not left with BDN, but mailed directly to OCCS

1.8 No quarterly meetings were scheduled

1.9 No quarterly meetings were scheduled

# Brockton Neighborhood Health Center, Inc. (043165044)

## 3404 Projects for Health Care Access

Contract Number 22222022028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Implement effective and creative outreach and/or marketing activities measured by the number of outreach and/or marketing activities | 1 | 494 |
| 2.1 | An increase in the number of families/individuals actually spoken to directly about MassHealth and CMSP measured by the number | 1 | 1897 |

**Contractor Comments:**

## 3461 Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 4176 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 2896 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 288 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 364.5 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

Contract Number 29252087011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** Tobacco outreach did not implement individual interventions--did not provide individual and/or group counseling. Tobacco outreach brought information about the hazards of smoking into the community and provided info about available treatment for smoking in the community.

## *3467* Refgee Health

Contract Number 51892083999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Services are provided according to DPH protocol measured by the percentage of clients served according to protocol | 95% | 1 |
| 2.1 | Refugee Health services are appropriately billed soley to DPH | 100% | 1 |
| 2.2 | Services are language and culture appropriate and responsive measured by the percentage of cases where documentation of a medical interpreter or bilingual staff are available | 100% | 1 |
| 3.1 | Percentage of cases where services are provided within 60 days of refugee entry into the United State | 90% | 0.9 |

**Contractor Comments:**

# *Brookline Community Mental Health Center, Inc. (042263744)*

## *3050* Outpatient

Contract Number 200263302006112

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 85% | 0.93 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.9 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95% | 0.94 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 95 | 74 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 25 | 16 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 500 | 1272 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 50 | 84 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 2002263302006112

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 85% | 0.85 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.95 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95% | 0.91 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 75 | 98 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:**

## *3064* Outpatient Services (ch)

Contract Number 200262102006018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85%8 | 0.95 |
| 1.2 | Parents/guardians report increased competence in managing their child’s illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child’s illness and relate | 85% | 0.88 |

| | | | |
|---|---|---|---|
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 5 | 27 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number 200262102006018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 85% | 0.88 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 305 | 250 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 33 | 27 |

**Contractor Comments:**

## *3066* Individual & Family Flexible Support Srvs

Contract Number 200262102006018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 0.97 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.88 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 40 | 137 |

**Contractor Comments:**

# *Busy Bee Day Care Center, Inc. (042604531)*

*CHCX* Income Eligible Child Care

Contract Number 6000213602604

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 13 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 13 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 13 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 13 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 13 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 13 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# Cambridge Cares About AIDS, Inc (222977175)

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352802049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 405 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 147 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 14991 |

**Contractor Comments:**

## 3430a HIV/AIDS Client Services

Contract Number 49252802032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 450 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 450 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 450 | 176 |

**Contractor Comments:** Our client services program completed intakes on 100+ new clients in January after substantial cuts closed other ASO service programs and people with HIV migrated to CCA. CCA continues to see increase in numbers of people and severity of need when people arrive.

Contract Number 49292802020

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 25 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 25 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 25 | 6954 |

**Contractor Comments:** CCA housing program experienced considerable turnover due to client deaths and drug relapse.

## *3430b* HIV Client Services Program

Contract Number 49251042073

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | People with HIV will have improved access to critical health and social services as appropriate over the course of their illness measured by the number of units of service delivered | 300 | 450 |
| 2.2 | People with HIV will have improved access to critical health and social services as appropriate over the course of their illness measured by the total number of unduplicated clients served | 300 | 450 |

**Contractor Comments:** Our client services program completed intakes on 100+ new clients in January after substantial cuts closed other metro area ASO service programs and people with HIV migrated to CCA. CCA continues to see an increase in numbers of people and severity of need when people arrive.

# Cambridge Community Center, Inc. (042477881)

## 2320 Child Care Resource and Referral (CCR&R)

Contract Number 22-3022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 0 |
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 0 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 0 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 0 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 0 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 0 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 0 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 0 |
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 0 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 0 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 0 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 0 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 0 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 0 | 0 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 0 | 0 |

**Contractor Comments:** This evaluation doesn't seem to apply to us. We believe this shouldbe field by CCRR.

## *CHCX* Income Eligible Child Care

Contract Number 40001134018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 23 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 23 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 23 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 23 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 23 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 23 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** The parent's of the children that occupy the 23 OCCS slots are satisfied with the quality of service they receive and there is no problem with the performance.

# Cambridge Family & Children's Service (042104057)

## 3153 Residential Supports

Contract Number 26802680353

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## AMSSa Adoption Management/Product Based Adoption

Contract Number 042104057000

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 1 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 85 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 100 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 75 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 90 |
| 2.1 | Number of children accepted for case management | Actual | 2 |

| | | | |
|---|---|---|---|
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 175 |

**Contractor Comments:**

-difficulty getting relative to schedule appointments

-child reluctance to accept adoption

-legal delays

# Cape Cod Alcoholism Intervention & Rehabilitation Unit, Inc. (042502970)

## 3049 Adult Residential Services

Contract Number 53502005101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.24 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3 | 3.6 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 0.29 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100% | 1 |

**Contractor Comments:**

## 3050 Outpatient

Contract Number 53502005068

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 83% | 0.93 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 76% | 0.67 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 88% | 0.92 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 75 | 78 |

| | | | |
|---|---|---|---|
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 30 | 37 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 1436 | 809 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 151 | 155 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 53502005068

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 83% | 0.84 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 76% | 0.87 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 88% | 0.9 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 60% | 0.81 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1274 | 1137 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1273 | 1022 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 35 | 0 |

| | | | |
|---|---|---|---|
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 100 | 0 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.22 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.37 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.36 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.26 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.17 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.005 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.01 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.48 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.1 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.01 |

**Contractor Comments:**

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.63 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.63 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.59 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.59 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.08 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.08 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.005 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.005 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.18 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.18 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.45 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.45 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.16 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.16 |

**Contractor Comments:**

Contract Number 23042802050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.63 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.63 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.5 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.5 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.06 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.06 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.005 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.005 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.18 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.18 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.61 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.61 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.14 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.14 |

**Contractor Comments:**

## *3395b* Acute Treatment Services

Contract Number 23032802006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.74 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 0.57 |

**Contractor Comments:**

## *3434* Transitional Support Services

Contract Number 23482937007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Referred clients complete the program measured by the percentage of clients that complete treatment at discharge according to MIS data | Actual | 0.85 |
| 1.2 | Clients follow their aftercare plan measured by the percentage of clients that follow their aftercare plan | Actual | 0.7 |

| | | | |
|---|---|---|---|
| 2.1 | Clients are successfully referred measured by the percentage of clients linked to the next step in their service plan | Actual | 0.89 |
| 2.2 | Clients are appropriate for services measured by the percentage of clients living in shelters, missions or on the streets | Actual | 0.37 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 204 | 204 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 204 | 204 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 1243 | 1243 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 851 | 851 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 109 | 109 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

# Cape Cod Center for Women, Inc. (223257826)

## BWCPa — Battered Women & Children: Substance Abuse Shelter

Contract Number 09950219360

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 3190 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0.67 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 258 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0.83 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 71 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 100 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 40 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 1 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 40 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 1 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 71 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 1 |

**Contractor Comments:**

Contract Number 00050219311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 3190 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 71 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 32 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0.78 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 21 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.52 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 9 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.67 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 0 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 6 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.54 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 258 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.94 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 505 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 0.13 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 40 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 40 |

**Contractor Comments:**

# Cape Cod Child Development Program, Inc. (237324732)

## 3317 Early Intervention

Contract Number DPH3601200516

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.62 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.62 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.99 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.99 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.96 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.96 |

**Contractor Comments:** Another 27.6% of the children had signed IFSPs within the 45-60 day period. Often the holdup is due to the family's issues, not the program's (cancellation of assessment or intake most often). Multiple staff openings also affected timelines. This figure is an improvement over last year.

## CHCX Income Eligible Child Care

Contract Number OFC50002135034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 270 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 270 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 270 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 270 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 270 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 270 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 114 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 114 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 114 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |

**Contractor Comments:** 1.6 a/b: Of the 270 questionnaires distributed, 125 have been returned to CCCDP. Of these, 91% of the parents stated they were satisfied. 9% of the responses had some "NO" or "DK" responses.

## *CHCY* Supportive Child Care

Contract Number OFC52102045031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 85 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 85 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 85 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 114 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 114 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 114 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 91 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 91 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 91 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.67 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.67 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.67 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 90 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 90 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 90 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 90 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 90 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 90 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** 1.10/1.11 We did not separate income eligible and supportive surveys, so the same results are reported for both.

1.4/1.6 90 meetings took place between July 1, 2001 and June 30, 2002. 5 children enrolled before July 1, but the meeting took place after July 1, 2001.

# Cape Cod Human Services, Inc. (042323506)

## 3065 Community and School Support

Contract Number 52502005071

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 0 | 0 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 0 | 0 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 60 | 56 |

**Contractor Comments:** No parent coordinator invoved in this program

## 3315 1st Offender Driver Alcohol Education

Contract Number 2329x802999

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.95 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.13 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.38 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.29 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.35 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.39 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.09 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.01 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.01 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.37 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.06 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 23212802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 25 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 51 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143096

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 0 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 0 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** None of these measures are applicable to our program

## *3459* Child Care

Contract Number 23362802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Monthly average number of hours of care provided (annual number of hours of care provided ( twelve) | > 35 | 7 |
| 2.2 | Percentage of referrals to specialized services for children (in the quarterly report) | Actual | 0 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29093087999063

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 53 | 53 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 396 | 396 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 347 | 347 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 1623 | 1623 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 1381 | 1381 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *RESGa* Bridge Home

Contract Number 9950218121

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0.05 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 56 |

**Contractor Comments:**

## *RESGb* Group Home Teen Pregnancy Program

Contract Number 9950218121

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.0016 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 19 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 20 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 0 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.0036 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.0064 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.26 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 0.0064 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 323883 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 40485 |

| | | | |
|---|---|---|---|
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 342924 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 42866 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 44106 |

**Contractor Comments:**

# Cape Organization for the Rights of the Disabled, Inc. (042901347)

## 2215b Independent Living Centers: Peer Counseling/Skills Training

Contract Number SCMRC20071006109

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Advocacy Services: Percentage of individuals who chose and meet the goal of attaining increased skills in self advocacy/empowerment | 30% | 0 |
| 2.1 | Information & Referral : Number of units (hours) of I&R calls | Negotiated | 806.75 |
| 2.10 | Advocacy Services: Number of units of individual advocacy services provided | Negotiated | 343.75 |
| 2.11 | Advocacy Services: Number of units (hours) of community and systems advocacy | Negiotiated | 314.25 |
| 2.2 | Information & Referral : Number of calls received from PWD's | Actual | 0 |
| 2.3 | Information & Referral : Number of calls received from community members | actual | 0 |
| 2.4 | Skills Training : Number of units (hours) of skills training | Negotiated | 210.25 |
| 2.5 | Skills Training: Number of individuals receiving skills training services | actual | 330 |
| 2.6 | Peer Counseling : Number of units (hours) of peer counseling | Negotiated | 35.75 |
| 2.7 | Peer Counseling: Number of individuals receiving peer counseling | Actual | 69 |
| 2.8 | Advocacy Services: Number of advocacy skills groups | Negotiated | 13 |
| 2.9 | Advocacy Services: Number of individuals served through individual advocacy services | actual | 486 |
| 4.1 | Information & Referral: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 5 (information to live more independently?) | 50% | 0.85 |
| 4.2 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #7 (how well did ILC….peer counseling) | 25% | 0.76 |

| | | | |
|---|---|---|---|
| 4.3 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #6 (staff support you….own decisions?) | 50% | 0.86 |
| 4.4 | Skills Training: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #8 (provide….increased ability to live independently?) | 25% | 0.82 |
| 4.5 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 9b (increase ability to represent self) | 35% | 0.87 |
| 4.6 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #10a (center represents your interests) | 45% | 0.84 |

**Contractor Comments:** 1.1 - The zero reported is the result of not knowing how to gather the information requested and is not the result of poor performance.

2.2 and 2.3 - The zeroes reported are the result of not tracking that information and are not the result of poor performance.

Survey results are from the FY 01 survey conducted in February 2002. FY 02 surveys have not yet been conducted.

## *2451* Independent Living (DHILS)

Contract Number SCMCD00010100055

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 90 | 82 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 70 | 64 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 30 | 31 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 1735 | 1850.25 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 36 | 47 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 600 | 1469 |

**Contractor Comments:** Year reported = 7/1/01 - 6/30/02

# Cardinal Cushing Centers, Inc. (042104871)

## 3153 Residential Supports

Contract Number 22202220305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** Department of Mental Retardation has renewed our license as follows:

Two Year Certification with Distinction.

The above includes the following contract:
DMR22202220310

Contract Number 23502350316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** Department of Mental Retardation has renewed our license as follows:

Two Year Certification with Distinction.

Contract Number 26002600325

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** Department of Mental Retardation has renewed our license as follows:

Two Year Certification with Distinction.

Contract Number DMR23502350316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** Covers contracts DMR25202520399
DMR25802580399
DMR10002SAL035

Note: License renewed Two years with Distinction.

Contract Number 22002200328

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 100% | 1 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 100% | 1 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100% | 1 |

**Contractor Comments:** The following contracts are included for the above:
DMR22002200328
DMR23502350319
DMR25802580390
DMR26002600325

Department of Mental Retaration has renewed our license as follows:

Two Year Certification with Distinction.

## *career resources corporation (042531865)*

### *2201a* Evaluation

Contract Number 20072004252□□

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 42 | 45 |
| 2.1 | Number of people served measured by unduplicated count | 42 | 45 |

**Contractor Comments:**

### *2201b* Work Adjustment Training

Contract Number 20072004252□□

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 100 | 100 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 100 | 100 |
| 2.1 | Number of individuals served measured by unduplicated count | 42 | 48 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 23 | 23 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 23 | 23 |

**Contractor Comments:**

### *2201d* Job Support Services

Contract Number 20072004252□□

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 23 | 23 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 23 | 23 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 42 | 48 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 23 | 23 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number 20072031082

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 100 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 100 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 12 | 12 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 1 | 1 |
| 2.1 | Number of individuals served (unduplicated count) | 12 | 12 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 25 | 40 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 1 | 1 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 12 | 12 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 12 | 12 |

| | | | |
|---|---|---|---|
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 12 | 12 |
| 4.4 | Number of individuals that are referred out for placement services | 1 | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 23202320329

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23202320318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 26 | 28 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 3 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 27 | 21 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23202320308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Carson Center for Human Services, Inc. (042316498)

## 3039 Homeless Support Services

Contract Number 13503001108

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 20 | 80 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 10 | 100 |

**Contractor Comments:**

## 3048 Respite Care Services

Contract Number 13502001110

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 90 | 96 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 90 | 96 |

**Contractor Comments:**

Contract Number 13502001112

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 90 | 100 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 90 | 98 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 13501001143

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 45 | 75 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 18 | 9.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 6 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85 | 100 |

**Contractor Comments:**

## 3050 Outpatient

Contract Number 13503001107

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 70 | 99 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 70 | 100 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 80 | 0 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 75 | 116 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 60 | 78 |

| | | | |
|---|---|---|---|
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 700 | 762 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 300 | 420 |

**Contractor Comments:** 1.3 (AP) Information was not collected for this.

Contract Number 13603001013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 60 | 0 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 60 | 100 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 70 | 0 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 40 | 27 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 36 | 29 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 320 | 84 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 180 | 96 |

**Contractor Comments:** This was a mid-year start-up program. Data not available. Data will be avialable in FY03.

## *3059* Community Rehabilitation Support

Contract Number 13503001107

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 70 | 91 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 70 | 100 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 80 | 0 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 475 | 410 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 5400 | 2890 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1000 | 6087 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1000 | 2551 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1800 | 3886 |

**Contractor Comments:** Goals may need to be adjusted to more actually reflect service distribution.

Contract Number 13603001013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 60 | 0 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 60 | 100 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 70 | 0 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 160 | 95 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2073 | 690 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 888 | 1819 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1185 | 44 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1777 | 151 |

**Contractor Comments:** This was a mid-year start-up program. Service delivery started more slowly than expected. Data will be avialable for FY03.

## *3064* Outpatient Services (ch)

Contract Number 13501001113

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 75 | 100 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 75 | 47 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 135 | 193 |

**Contractor Comments:**

## 3065 Community and School Support

Contract Number 13501001113

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 35 | 126 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 3500 | 3582 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 3500 | 3582 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 96 | 359 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 20 | 91 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 35 | 41 |

**Contractor Comments:**

## 3066 Individual & Family Flexible Support Srvs

Contract Number 13501001113

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 75 | 100 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 75 | 47 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 60 | 179 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 13502001111

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 75 | 100 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 75 | 100 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 75 | 100 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 70 | 100 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 70 | 100 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 70 | 100 |

| | | | |
|---|---|---|---|
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 75 | 50 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 75 | 50 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 24 | 8 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 0 | 4 |

**Contractor Comments:** Program length of stay has been longer than originally anticipated. Program enrollment goal needs to be adjusted.

# *Casa Myrna Vazquez Inc (042625710)*

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 00060119223

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 3239 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 0.01 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 173 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 0.01 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 85 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 1 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 1 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.08 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 1 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0.0005 |

| | | | |
|---|---|---|---|
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 453 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.01 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0.83 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 51 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 12 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.79 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 110 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 0.01 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 110 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 0.01 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 110 |

**Contractor Comments:**

## *BWCSd* Battered Women and Children Services:Statewide Domestic Violence Hotline

Contract Number 09950219139

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of hotline calls received from victims of domestic violence measured by actual number of hotline calls received from victims of domestic violence | Actual | 16517 |
| 1.10 | Percentage of hotline calls that resulted in the provision of information about domestic violence measured by the number of hotline calls that resulted in the provision of information about domestic violence divided by total # of calls received | Actual | 1 |
| 1.2 | Number of hotline calls received from victims of domestic violence whose primary language is English measured by actual number of hotline calls received from victims of domestic violence whose primary language is English | Actual | 12449 |
| 1.3 | Percentage of hotline calls received from victime of domestic violence whose primary language is English measured by the # of hotline calls received from victims of domestic violence whose primary language is English divided by total # of hotline calls r | Actual | 0.75 |
| 1.4 | Number of hotline calls received from victims of domestic violence whose primary language is Spanish measured by the # of hotline calls received from victims of domestic violence whose primary language is Spanish | Actual | 2266 |
| 1.5 | Percentage of hotline calls received from victime of domestic violence whose primary language is Spanish measured by the # of hotline calls received from victims of domestic violence whose primary language is Spanish divided by total # of hotline calls r | Actual | 0.14 |
| 1.6 | Number of hotline calls received from victims of domestic violence whose primary language is other thanSpanish or English measured by the actual # of hotline calls received from victims of domestic violence whose primary language is other than Spanish or | Actual | 362 |
| 1.7 | Percentage of hotline calls received from victime of domestic violence whose primary language is other than Spanish or English measured by # of hotline calls received from victims of domestic violence whose primary language is other than Spanish or Engli | Actual | 0.02 |
| 1.8 | Number of hotline calls received from victims of domestic violence via TDD/TTY measured by the actual number of hotline calls received from victims of domestic violence via TDD/TTY | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.9 | Number of hotline calls that resulted in the provision of information about domestic violence measured b the actual number of hotline calls that resulted in the provision of information about domestic violence | Actual | 31378 |
| 2.1 | Number of hotline calls that resulted in crisis intervention measured by the actual number of hotline calls that resulted in crisis intervention | Actual | 13843 |
| 2.2 | Percentage of hotline calls that resulted in crisis intervention measured by the number of hotline calls that resulted in crisis intervention divided by total number of hotline calls received | Actual | 0.84 |
| 2.3 | Number of hotline calls that resulted in immediate link to shelter measured by the actual number of hotline calls that resulted in immediate link to shelter | Actual | 7485 |
| 2.4 | Percentage of hotline calls that resulted in immediate link to shelter measured by the number of hotline calls that resulted in immediate link to shelter divided by total number of hotline calls received | Actual | 0.45 |
| 3.1 | Number of hotline calls that resulted in referrals for support groups measured by the actual number of hotline calls that resulted in referrals for support groups | Actual | 5158 |
| 3.2 | Percentage of hotline calls that resulted in referrals for support groups measured by the number of hotline calls that resulted in referrals for support groups divided by total number of hotline calls received | Actual | 0.31 |
| 3.3 | Number of hotline calls that resulted in referrals for contuining support local battered women's service programs measured by the actual number of hotline calls that resulted in referrals for contuining support in local battered women's service programs | Actual | 7485 |
| 3.4 | Percentage of hotline calls that resulted in referrals for contuining support local battered women's service programs measured by the number of hotline calls that resulted in referrals for contuining support in local battered women's service programs div | Actual | 0.45 |
| 3.5 | Number of outreach initiatives undertaken to publicize the hotline measured by the actual number of outreach initiatives undertaken to publicize the hotline | Actual | 391 |
| 4.1 | Number of grievances (from victims/programs) submitted by hotline callers measured by the actual number of grievances submitted by the hotline callers | Actual | 1 |
| 4.2 | Percentage of grievances (from victims/programs) submitted by hotline callers measured by the number of grievances submitted by the hotline callers divided by total number of hotline calls received | Actual | 0.0000003 |

| | | | |
|---|---|---|---|
| 4.3 | Number of clients grievances resolved through meetings with the executive director or designee measured by the actual number of clients grievances resolved through meetings with the executive director or designee | Actual | 0 |
| 4.4 | Percentage of clients grievances resolved through meetings with the executive director or designee measured by the number of clients grievances resolved through meetings with the executive director or designee divided by total # of client grievances subm | Actual | 0 |

**Contractor Comments:**

## *RESGa* Bridge Home

Contract Number 00060119223

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 1 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 1 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 1 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 0.4 |

**Contractor Comments:**

# Cascap, Inc (237299493)

## 2201c Skills Training

Contract Number SCMRC20072017305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 0 | 7 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 0 | 57 |
| 2.1 | Total number of individuals served measured by unduplicated count | 0 | 10 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 0 | 0.6 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 5 |

**Contractor Comments:** Since this was a critical needs contract with the clients being sent for program services on an as needed basis, there were no goals defined.

## 2209 VR Psychological Rehabilitation

Contract Number SCMRC20072017305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Personal Readiness Workshops: Participants who implement a Next Step Plan measured by the total number of Next Step Plans | 24 | 0 |
| 1.2 | Personal Readiness Workshops: Development of a Workshop Curriculum Guide for five (5) modules measured by submittal of a written curriculum guide | actual | 0 |
| 1.3 | Partnership for Rehabilitation Workshops: Participants develop an IWRP measured by the total number of IWRPs | 30 | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Partnership for Rehabilitation Workshops: Development of a Workshop Curriculum Guide for four (4) modules measured by submittal of a written curriculum guide | 0 | 0 |
| 2.1 | Frequency of Readiness Workshops measured by the number of workshops offered per fiscal year | 8 | 15 |
| 2.2 | Consumer participation in Readiness Workshops measured by the average number of participants per RW | 4 | 5 |
| 2.3 | Participant completion rate in Readiness Workshops measured by the average number of participants completing each RW | 3 | 3.5 |
| 2.4 | Frequency of Partnership Workshops measured by the number of workshops offered per fiscal year | 10 | 8 |
| 2.5 | Consumer participation in Partnership Workshops measured by the average number of participants per PW | 4 | 3.5 |
| 2.6 | Participant completion rate in Partnership Workshops measured by the average number of participants completing each PW | 3 | 3.5 |
| 4.1 | Personal Readiness Workshops: Participants are satisfied with the Personal Readiness Workshop measured by the number of consumer evaluations indicating satisfaction with the workshop divided by total number of consumer evaluations | 80% | 0 |
| 4.2 | Partnership for Rehabilitation Workshops: Participants are satisfied with the Partnership for Rehabilitation Workshop measured by the number of consumer evaluations indicating satisfaction with the workshop divided by total number of consumer evaluations | 0 | 0 |

**Contractor Comments:** Only program outputs 2.1 through 2.6 were included in attachment 2 of the contract.

## *3036* Services for Education & Employment (SEE)

Contract Number SCDMH63502006045

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 5 | 4 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 5 | 5 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 10 | 13 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 10 | 13 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number SCDMH63502006125

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 50% | 0.26 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 20 | 7.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 7 | 0.22 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.92 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number SCELD03649517040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.78 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 10 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

# CASPAR, Inc. (237193288)

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23012802065

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 18.7 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 35.1 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 34.69 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 23.11 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 26.4 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.008 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 35.7 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 65 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 8.4 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## 3386 Residential Treatment and Rehabilitation

Contract Number 23042802044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 50.5 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 50.5 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 51.7 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 51.7 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 27.3 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 27.3 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 7.87 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 7.87 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 37.6 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 37.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 45.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 45.6 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 3.4 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 3.4 |

**Contractor Comments:**

Contract Number 23042802051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 43 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 43 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 61 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 61 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 27 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 27 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 77.9 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 77.9 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 70 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 70 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 16.9 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 16.9 |

**Contractor Comments:**

## *3389* Substance Abuse Shelters for Individuals (SASI)

Contract Number 23072802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of minority/non-white clients receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | actual | 33 |
| 2.2 | Percentage of women receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | Actual | 15 |
| 2.3 | Percentage of injection drug users receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | Actual | 25 |
| 2.4 | Number of emergency shelter intake assessments provided annually (based on annual report) | actual | 0 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 23112802020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 100 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 0 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:**

Contract Number 2311ES2050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 25 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 90 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 2.1 clients do not receive rental subsidies as clients reside rent-free at the program site while enrolled in the program

## *3395b* Acute Treatment Services

Contract Number 23032802022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 53.2 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 26.5 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 23212802036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 0 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 0 |

**Contractor Comments:** statisticalk information not available

## *3434* Transitional Support Services

Contract Number 23482937003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Referred clients complete the program measured by the percentage of clients that complete treatment at discharge according to MIS data | Actual | 67 |
| 1.2 | Clients follow their aftercare plan measured by the percentage of clients that follow their aftercare plan | Actual | 0 |
| 2.1 | Clients are successfully referred measured by the percentage of clients linked to the next step in their service plan | Actual | 74.8 |
| 2.2 | Clients are appropriate for services measured by the percentage of clients living in shelters, missions or on the streets | Actual | 100 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143090

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 0 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 0 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** reduction in state support reduced available resources for tobacco education/control services to the targeted population

## *3455* Special Residential Services for Women (includes Family Shelters)

Contract Number 23352002013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 22.9 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 91.4 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 41 |

**Contractor Comments:**

# Catholic Charitable Bureau of the Archdiocese of Boston, Inc. (042534041)

## 2003a Employment Services and ESL

Contract Number SCORI01001SAE003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 0 |
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 0 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0 |
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 1 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 0.82 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0.96 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 21 |

| | | | |
|---|---|---|---|
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 24 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 1 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 1 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 1 |
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 1 |

**Contractor Comments:** All measure with zero (0) entered are not applicable to service provided.

Contract Number SCORI01002RJS301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 0 |
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 0 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0 |

| | | | |
|---|---|---|---|
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 1 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 0.82 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0.96 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 0 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 21.5 |
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 24 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 1 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 1 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 1 |
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 1 |

**Contractor Comments:** Performance reflects year end outcomes for contract year period 10/1/01 to 9/30/02.

Contract Number SCORI01002SAA001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 0 |

| | | | |
|---|---|---|---|
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 0 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0 |
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 1 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 0.82 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0.96 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 0 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 21.5 |
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 24 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 1 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 1 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 1 |

| | | | |
|---|---|---|---|
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 1 |

**Contractor Comments:** All measures that have the entry "0", are not applicable to the services provided.

## *2003b* Case Management

Contract Number SCORI01002RCM306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Employment is attained measured by the percentage of clients job placed within the contract year | 65% | 0.81 |
| 1.2 | Arrangement of case management, employment plan and any adjustments occur within 15 working days of arrival measured by % completed within required timeframes | 100% | 1 |
| 1.3 | Employment retention is attained measured by the percentage of clients job placed achieving 90 day job retention | 70% | 0.91 |
| 1.4 | Eligible clients have continuous access to post placement services after first job placement measured by the percentage of clients job placed for whom post placement services are identified and contact/follow-up is maintained for the duration of the elig | 100% | 1 |
| 1.5 | Clients achieve self-sufficiency measured by the percentage of clients job placed who attain self-sufficiency (defined as 150% of the Federal Poverty Level) within twelve (12) months after arrival in the U.S. | 50% | 0.89 |
| 1.6 | Refugees improve performance measured by % receiving post-placement services who experience increased hours, wages or promotions | 50% | 0.56 |
| 1.7 | Refugees achieve economic self-sufficiency (150% of Federal Poverty Guide) within the 12 month contract measured by % who achieve economic self-sufficiency | 50% | 0.72 |
| 2.1 | Program has bilingual/bicultural staff capacity measured by the percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Program staff is appropriately trained measured by the percentage of cases where services provided are in full compliance with MRRP requirements | 100% | 1 |
| 2.3 | Program staff identify post-placement needs, tracking and referral measured by the percentage of cases where clients access appropriate post-placement services | 100% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Families stabilize financial status, member(s) are gainfully employed and in a position to fully enjoy life in the U.S. measured by the percentage of families achieving durable self-sufficiency (minimum of 450% above Federal Poverty level) | actual | 0.01 |

**Contractor Comments:** A single mother with one child would need to earn $25K to achieve 450% of poverty level.

The contract period for ORI is 10/1/01 through 9/30/02.

Contract Number SCORI0100RCM806

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Employment is attained measured by the percentage of clients job placed within the contract year | 65% | 0.81 |
| 1.2 | Arrangement of case management, employment plan and any adjustments occur within 15 working days of arrival measured by % completed within required timeframes | 100% | 1 |
| 1.3 | Employment retention is attained measured by the percentage of clients job placed achieving 90 day job retention | 70% | 0.91 |
| 1.4 | Eligible clients have continuous access to post placement services after first job placement measured by the percentage of clients job placed for whom post placement services are identified and contact/follow-up is maintained for the duration of the elig | 100% | 0.1 |
| 1.5 | Clients achieve self-sufficiency measured by the percentage of clients job placed who attain self-sufficiency (defined as 150% of the Federal Poverty Level) within twelve (12) months after arrival in the U.S. | 50% | 0.89 |
| 1.6 | Refugees improve performance measured by % receiving post-placement services who experience increased hours, wages or promotions | 50% | 0.56 |
| 1.7 | Refugees achieve economic self-sufficiency (150% of Federal Poverty Guide) within the 12 month contract measured by % who achieve economic self-sufficiency | 50% | 0.72 |
| 2.1 | Program has bilingual/bicultural staff capacity measured by the percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 0.1 |
| 2.2 | Program staff is appropriately trained measured by the percentage of cases where services provided are in full compliance with MRRP requirements | 100% | 0.1 |
| 2.3 | Program staff identify post-placement needs, tracking and referral measured by the percentage of cases where clients access appropriate post-placement services | 100% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Families stabilize financial status, member(s) are gainfully employed and in a position to fully enjoy life in the U.S. measured by the percentage of families achieving durable self-sufficiency (minimum of 450% above Federal Poverty level) | actual | 0.01 |

**Contractor Comments:** A single mother with one child would need to earn $25K to achieve 450% of poverty level.

The contract period for ORI is 10/1/01 through 9/30/02.

## *2003c* Citizenship and Democracy

Contract Number SCORI01002CAP22a

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of clients assisted with the Citizenship Application Process | 48 | 60 |
| 1.2 | Number of clients completing ESL/Civics Cycle | 12 | 32 |
| 1.3 | Number attaining citizenship | actual | 18 |
| 1.4 | Number of clients scheduled for a citizenship test | N/A | 24 |
| 1.5 | Number of clients passing a citizenship test | N/A | 24 |
| 1.6 | Number of clients attaining citizenship | N/A | 18 |
| 2.1 | Number of participants enrolled | 48 | 60 |
| 2.10 | Number of hours of Native Language | actual | |
| 2.11 | Amount of matching and in-kind contribution | $3253 | 3253 |
| 2.2 | Number of participants receiving state benefits | actual | 7 |
| 2.3 | Number of participants eligible for federal benefits | actual | |
| 2.4 | Dollar Amount of matching and in-kind contribution | actual | 3253 |
| 2.5 | Number of hours of ESL Civics/Beginner | 84 | 84 |
| 2.6 | Number of hours of ESL Civics/Intermediate | N/A | |
| 2.7 | Number of hours of Native Language/Civics | N/A | |
| 2.8 | Number assisted with the N-400 | 54 | 58 |
| 2.9 | Number assisted with N-648 (Disability Waiver) | 3 | 5 |

| | | | |
|---|---|---|---|
| 3.1 | Cost per client ESL/Civics 1 | 179 | 141 |
| 3.2 | Cost per client ESL/Civics 2 and Native Language Class | N/A | |
| 3.3 | Cost per disability waiver | N/A | |
| 4.1 | Increase in the number of citizens | N/A | 18 |
| 4.2 | Decrease in clients receiving state benefits | N/A | |
| 4.3 | Increase in English language skill by one Melt level | N/A | |

**Contractor Comments:** Catholic Charities Brockton had this contract after five months only in the Appeal year February 2002 through June 2002.

## *2003d* Post Employment English for Self-sufficiency (PPESS)

Contract Number SCORI01002CAD00

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients understand the consistency of the self-sufficiency goal within the MRRP service system measured by the percentage of clients referred to PEESS receiving a program orientation | 100% | 1 |
| 1.2 | Clients receive their post-placement English language instruction at the appropriate level in relation to their skills and needs measured by the percentage of clients receiving an initial language assessment | 100% | 1 |
| 2.1 | Program has bilingual/bicultural staff capacity measured by the percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Program staff is appropriately trained measured by the percentage of cases where services provided are in full compliance with MRRP requirements | 100% | 1 |
| 2.3 | Program is effectively coordinated with other MRRP services measured by the percentage of clients tracked and monitored on an on-going basis facilitating timely follow-up with additional services | 100% | 1 |
| 3.1 | Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed whose families achieve self-sufficiency | 50% | 0.92 |

**Contractor Comments:**

## *2215b* Independent Living Centers: Peer Counseling/Skills Training

Contract Number SCMRC20072009700

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Advocacy Services: Percentage of individuals who chose and meet the goal of attaining increased skills in self advocacy/empowerment | 30% | 0 |
| 2.1 | Information & Referral : Number of units (hours) of I&R calls | Negotiated | 0 |
| 2.10 | Advocacy Services: Number of units of individual advocacy services provided | Negotiated | 0 |
| 2.11 | Advocacy Services: Number of units (hours) of community and systems advocacy | Negiotiated | 0 |
| 2.2 | Information & Referral : Number of calls received from PWD's | Actual | 0 |
| 2.3 | Information & Referral : Number of calls received from community members | actual | 0 |
| 2.4 | Skills Training : Number of units (hours) of skills training | Negotiated | 0 |
| 2.5 | Skills Training: Number of individuals receiving skills training services | actual | 0 |
| 2.6 | Peer Counseling : Number of units (hours) of peer counseling | Negotiated | 0 |
| 2.7 | Peer Counseling: Number of individuals receiving peer counseling | Actual | 0 |
| 2.8 | Advocacy Services: Number of advocacy skills groups | Negotiated | 0 |
| 2.9 | Advocacy Services: Number of individuals served through individual advocacy services | actual | 0 |
| 4.1 | Information & Referral: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 5 (information to live more independently?) | 50% | 0 |
| 4.2 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #7 (how well did ILC….peer counseling) | 25% | 0 |
| 4.3 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #6 (staff support you….own decisions?) | 50% | 0 |
| 4.4 | Skills Training: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #8 (provide….increased ability to live independently?) | 25% | 0 |

| | | | |
|---|---|---|---|
| 4.5 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 9b (increase ability to represent self) | 35% | 0 |
| 4.6 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #10a (center represents your interests) | 45% | 0 |

**Contractor Comments:** There was no service activity, nor expenses, for the period 7/1/01 through 6/30/02 for this contract. This program closed 6/30/01.

## *2225a* SHIP Head Injury Centers

Contract Number SCMRC20072007101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following July 1, 2002, the Head Injury Center will demonstrate a percentage increase above baseline in the total number of service hours which are delivered off-site to consumers within this Head Injury Center based on regional characteristics | N/A | 0.5 |
| 1.2 | Following July 1, 2002, the percentage of total objectives met will reflect an increase each year from previous fiscal years, demonstrating an increase in participant’s skill levels. | N/A | 0.6 |
| 2.1 | Number of service hours delivered off-site annually | Actual | 29.5 |
| 2.2 | Percentage of ISP objectives met for all participants during the fiscal year (total number of ISP goals that were accomplished divided by total number of ISP goals) | Actual | 0.6 |
| 4.1 | Consumers are satisfied with Head Injury Center services measured by the percentage of positive responses to the following question on the Consumer Satisfaction Survey: How satisfied are you with the quality of your services? (total number of responses d | 80% | 0.1 |
| 4.2 | Consumers are satisfied with Head Injury Center services measured by the percentage of positive responses to the following question on the Consumer Satisfaction Survey: Are your goals being met? (total number of responses divided by total number of | 80% | 1 |

**Contractor Comments:** The SHIP program has only 5 residents throughout the year. Four of those individuals were placed in a psychiatric hospital during the course of their admission to Resurrection House and did not return to the program after their hospitalization. These four individuals did not complete the survey. The 100% reflects the one individual who did complete the survey.

## *2833a* Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number SCDTA30812000001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 18 | 18 |
| 2.1 | Enrollments | 13 | 13 |

**Contractor Comments:** During fiscal year 2002, the YPP program at El Centro del Cardenal successfully met its planned enrollment of 13 students. We started off the year graduating five students from the H.S. Diploma and GED programs. Our enrollments, however, were very low at the beginning of the year. In fact, by the end of the first quarter, Sept. 30th, we had only met 10% of new enrollments. We were at 50% for our outcomes. We attribute our lower enrollments to a lower pregnancy rate statewide, changes in personnel at our agency, and students who failed to complete their probationary period.

By the second quarter, we met 25% of our enrollment goals and 92% of our outcomes. In February, DTA made a contract amendment decreasing the number of required enrollments from 20 to 13, but raising our outcome objectives to 18 from 14. For the third quarter, we were able to consistently enroll two new YPP students per month, enabling us not only to meet our goal, but also to exceed it via the enrollment of an additional student. We met all outcomes with the high school graduation held in June.

We had a total of nine YPP mothers graduate this year. Three of these students participated in the Diploma Plus Program. Five students received their diplomas from Boston Public Schools, and one student received her GED Certificate.

We were fully staffed throughout FY02. In general, FY02 was a successful year for our program. YPP students participated in many different activities, such as, field trips to cultural and musical eventgs, health fairs, and college fairs. YPP students were also involved in the student council, cooking classes, training,and teleconference exchanges.

YPP graduates were successfully placed in colleges and training programs at JVA, Bryman Institute, Wentworth Institute of Technology, Bunker Hill Community College, Roxbury Community College, the Red Cross, and Urban College. Some of the students have completed training and are currently employed as a licensed practical nurse, a clerical worker, a medical biller, a dietician, and an account manager.

Contract Number SCDTA508529YP022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 18 | 18 |
| 2.1 | Enrollments | 25 | 25 |

**Contractor Comments:** Merrimack Valley Catholic Charities'Young Parent Program met all enrollment and outcome goals for contract year.

Contract Number SCDTA508529YP027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 39 | 39 |
| 2.1 | Enrollments | 50 | 50 |

**Contractor Comments:** 1.1 Outcomes/Education completions; placements - employment/training (retained 30 days) and Progress Payments.

2.1 Enrollments/re-enrollments (completed 40 hours active participation within two-week period.

Catholic Charities North recruitment activities and DTA's referrals combined to meet YPP enrollment goals for fiscal year 2002. Outcome goals wer achieved by preparing YPP students to pass the GED exams; by preparing them to successfully enter and retain training and/or employment; and by preparing students to develop areas of competence that would result ind ocumentable progress outcomes.

## *2839* Individual Shelters

Contract Number SCWEL409213W1111

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 12,775 | 12792 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 12,775 | 12792 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 25,550 | 27310 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 25,550 | 27310 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 200 | 767 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 200 | 767 |

**Contractor Comments:** 2.1 We put up 6 winter overflow beds for six months, 2/1/02 to 8/2/02, therefore, exceeding our goal. Despite the extra beds we still turned away 226 women over the course of the year for lack of beds.

2.2 Reflects overflow increase.

2.3 149 referrals to other shelters, detoxes, other programs; 301 MH group, 303 healthcare.

## *2901a* Family Shelters

Contract Number SCDTA509220005FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 24 | 15 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 24 | 15 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 27500 | 30850 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 27500 | 30850 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number SCDMR23502350321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR26602660326

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number SCDMR2660266327

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.85 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.85 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3306* Search BSAS Education & Assessment

Contract Number SCDPH23372802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients referred to other social/health services as part of the program (based on annual report) | Actual | 0.95 |
| 2.1 | Percentage of minority (non-white) clients receiving services (annual unduplicated count) | actual | 0.31 |
| 2.2 | Percentage of women receiving services (annual unduplicated count) | actual | 0.26 |
| 2.3 | Percentage of injection drug users receiving services (annual unduplicated count) | Actual | 0.33 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number SCDPH23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.961 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.21 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number SCDPH23012802033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.28 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.36 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.4 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.28 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.27 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.02 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.07 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.33 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.135 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.01 |

**Contractor Comments:** A total of 47% of clients report goals as partially or fully achieved.

Contract Number SCDPH23052SOA001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.57 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.48 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.28 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.57 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.22 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.08 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.29 |

| | | | |
|---|---|---|---|
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.07 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** A total of 70% of clients report goals fully or partially achieved.

The total for measure number 1.3 is based on numbers incorrectly completed on MIS forms. Percentage is actually closer to 80%.

## *3386* Residential Treatment and Rehabilitation

Contract Number SCDPH23042802022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.36 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.36 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.42 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.42 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.3 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.3 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.01 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.01 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.3 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.3 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.51 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.51 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.15 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.15 |

**Contractor Comments:** A total of 72% of clients report goals fully or partially achieved.

Contract Number SCDPH23042802052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.29 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.29 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.29 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.29 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.34 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.34 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.04 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.04 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.28 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.28 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.64 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.64 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.11 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.11 |

**Contractor Comments:** A total of 55% of clients reported program goals as either fully or partially achieved.

Contract Number SCDPH2304293999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 1 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 1 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 1 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 1 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0 |

**Contractor Comments:** Only one client was billed to this contract. Client was only in the house for a total of 7 days.

## *3392* Supportive Housing

Contract Number SCDPH23112802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.74 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0.05 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 1 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 1 |

**Contractor Comments:**

## *3395a* Acute Treatment Services (Blanket for Pregnant Women)

Contract Number SCDPH23032802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who receive prenatal medical care (based on MIS discharge form) | Actual | 0 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** Catholic Charities does NOT bill the blanket contract for pregnant women in the detoxification center.

## *3395b* Acute Treatment Services

Contract Number SCDPH23032802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.59 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 0.68 |

**Contractor Comments:**

## *3416* HIV/AIDS Support Housing

Contract Number SCDPH49292802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 0.84 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.81 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 0.7 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.875 |

**Contractor Comments:** Our Tenancy/Programmatic selection can take up to two months, during which time it is determined that an applicant is eligible. If during that time it is determined that applicant is not eligible, we have to start the process again with another applicant. Occasionally, an applicant will decide to not follow through with the process Tenancy/Programmatic. Selection is based on referrals, outreach, and we have up to this point a waiting list.

Measure number 1.3 should be: Program supports residents' housing stability measured by percentage of residents maintaining stable tenancies for 12 months.

Contract Number SCDPH49292802071

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.9 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.95 |

**Contractor Comments:**

Contract Number SCDPH49292NCB060

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 0.9 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.95 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.9 |

**Contractor Comments:**

## *3455* Special Residential Services for Women (includes Family Shelters)

Contract Number SCDPH23352802006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 0.13 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 1 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 18 |

**Contractor Comments:** Low completion rate is based on two factors. 1) Two large families that did not complete the programs, and 2) Staff completing MIS sheet interpreted "completion" to mean remaining in the program for 9-12 months rather than achieving the goals of sobriety (45%), housing, and parenting skills.

## *AMSSa* Adoption Management/Product Based Adoption

Contract Number SCDSS00092002AMS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 1 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 1 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 0.9 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 0.95 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 0.75 |
| 2.1 | Number of children accepted for case management | Actual | 15 |

| | | | |
|---|---|---|---|
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 490 |

**Contractor Comments:** 1.5 Many MAPP families do not complete application process to meet 30 days.

## *CHCX* Income Eligible Child Care

Contract Number SCOFC0900213CMS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 197 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 197 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 197 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 42 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 42 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 42 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

Contract Number SCOFC30002133004

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 56 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 56 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 56 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 56 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 56 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 56 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 56 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 56 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 56 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

Contract Number SCOFC40002134007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 197 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 197 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 197 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 42 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 42 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 42 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

Contract Number SCOFC60002136058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 132 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 132 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 132 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 132 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 132 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 132 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 18 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 18 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 18 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** We suggested that families mail in their questionnaires as the directions stated and have no results from OCCS.

## *CHCY* Supportive Child Care

Contract Number SCOFC09002SAM033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 35 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 35 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 35 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** Measure numbers 1.1 and 1.11: Questionnaires not returned, therefore, no program numbers available.

Contract Number SCOFC31012043015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 28 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 28 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 28 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 28 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 28 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 28 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |

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|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |

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|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** Measure number 1.10 and 1.11: None recorded here because questionnaires were not returned to program, therefore, number unknown.

Measure 1.3: Actual is 5-10, with 10 the number following receipt of referral.

Contract Number SCOFC31102043019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 56 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 56 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 56 |

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|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 23.88 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 23.88 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 23.88 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 79 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 79 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 79 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |

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|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 79 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 79 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 79 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

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| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.8 OCCS/DSS have not provided quarterly meetings for provider to attend.

Contract Number SCOFC41202044001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |

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|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.975 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.975 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.975 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 42.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 42.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 42.5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |

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|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 42.5 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 42.5 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 42.5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |

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| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |

**Contractor Comments:** Tri-City OCCS/DSS meetings not always held on a quarterly basis.

Contract Number SCOFC41402044017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |

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|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 37 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 37 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 37 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 61 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 61 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 61 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |

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|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 34 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 34 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 34 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |

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| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

Contract Number SCOFC62302046009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |

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|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 35 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 35 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 35 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |

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|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** Measure numbers 1.10 and 1.11: Questionnaires not returned to program, therefore, no numbers available.

Contract Number SCOFC62502046018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |

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|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.85 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.85 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.85 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 20 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 20 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

## *CSSS* Contracted Support/Service management Consultation

Contract Number SCDSS099202INTPR

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of Adoption Contract referrals received | Actual | 0 |
| 1.2 | Number of Adoption Contract referrals serviced | Actual | 0 |
| 1.3 | Percentage of referrals with staff contact within 10 days of receipt of referrals | Actual | 0 |
| 1.4 | Percentage of referrals with client contact within 20 days of receipt | Actual | 0 |
| 1.5 | Percentage of referrals with a written summary submitted to the referring worker within 30 days following the conclusion of the consultation process | Actual | 0 |
| 1.6 | Percentage of referrals with a monthly written report submitted to the contract manger that includes information requested in the contract's performance expectations | Actual | 0 |

**Contractor Comments:** This contract is for interpreter services only and, therefore, does not apply to adoption service measures.

## *RESGa* Bridge Home

Contract Number SCDSS00030218560

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0.025 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0.23 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0.1 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0.088 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0.63 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 45 |

**Contractor Comments:**

Contract Number SCDSS31100219034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 1 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 1 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0.4 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0.15 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 15 |

**Contractor Comments:**

## *RESGb* Group Home Teen Pregnancy Program

Contract Number SCDSS09950218386

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.04 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0.1 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 26 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 30 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 0 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.23 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.23 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 1 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 1 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 345241 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 49320 |

| | | | |
|---|---|---|---|
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 365294 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 52185 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 0.946 |

**Contractor Comments:** 1.1: Two (2) girls moved out to permanent housing just prior to completing GED. Two (2) girls were attending community college.

# *Catholic Charities of the Diocese of Worcester (042103979)*

## *2003b* Case Management

Contract Number 01002805803

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Employment is attained measured by the percentage of clients job placed within the contract year | 65% | 0.64 |
| 1.2 | Arrangement of case management, employment plan and any adjustments occur within 15 working days of arrival measured by % completed within required timeframes | 100% | 1 |
| 1.3 | Employment retention is attained measured by the percentage of clients job placed achieving 90 day job retention | 70% | 1 |
| 1.4 | Eligible clients have continuous access to post placement services after first job placement measured by the percentage of clients job placed for whom post placement services are identified and contact/follow-up is maintained for the duration of the elig | 100% | 0.77 |
| 1.5 | Clients achieve self-sufficiency measured by the percentage of clients job placed who attain self-sufficiency (defined as 150% of the Federal Poverty Level) within twelve (12) months after arrival in the U.S. | 50% | 1 |
| 1.6 | Refugees improve performance measured by % receiving post-placement services who experience increased hours, wages or promotions | 50% | 0.22 |
| 1.7 | Refugees achieve economic self-sufficiency (150% of Federal Poverty Guide) within the 12 month contract measured by % who achieve economic self-sufficiency | 50% | 1 |
| 2.1 | Program has bilingual/bicultural staff capacity measured by the percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Program staff is appropriately trained measured by the percentage of cases where services provided are in full compliance with MRRP requirements | 100% | 1 |
| 2.3 | Program staff identify post-placement needs, tracking and referral measured by the percentage of cases where clients access appropriate post-placement services | 100% | 1 |
| 4.1 | Families stabilize financial status, member(s) are gainfully employed and in a position to fully enjoy life in the U.S. measured by the percentage of families achieving durable self-sufficiency (minimum of 450% above Federal Poverty level) | actual | 0.22 |

**Contractor Comments:**

## *2901a* Family Shelters

Contract Number 509210006FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 90% | 0.92 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 90% | 0.92 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.95 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.95 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 22402240377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 98% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 98% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 22402240375

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 13% | 0.06 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 29% | 0.48 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 8% | 0.02 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 50% | 0.44 |

**Contractor Comments:**

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802005

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.441 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.441 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.46 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.46 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.35 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.35 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.242 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.242 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.136 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.136 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.354 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.354 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.421 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.421 |

**Contractor Comments:**

## *AMSSa* Adoption Management/Product Based Adoption

Contract Number 01002805803

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 0 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 1 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 1 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 0 |
| 2.1 | Number of children accepted for case management | Actual | 2 |
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 0 |

**Contractor Comments:**

1.1 No placement of children in pre-adoptive homes resulted in permanent adoptions, because the placements are legal risk, and the children are not free for adoption yet.
1.5 A MAPP Training was done, but couples who attended either decided not to pursue adoption or requested a delay in their homestudy. Therefore, no home studies were completed within the 30-day period.
2.2 The two (2) children for whom we currently provide case management are still in pre-adoptive status, because they are not free for adoption. See 1.1.

# Center for Child Care & Dev., Inc. (042504641)

## CHCX — Income Eligible Child Care

Contract Number 50002135020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 1 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 1 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 107 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 107 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 107 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 107 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 107 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 107 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 51900045015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 20 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 20 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 20 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 20 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 20 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 20 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 20 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 20 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 20 |

**Contractor Comments:** Re: 1.8 &1.9

Center administrators attend all scheduled meetings called by OCCS/DSS. Daily communication continues with the gatekeeper regarding maintenance of slots, attendance, vacancies, referrals, and assessments. Each child in supportive child care has an Individual Service Plan reflecting the goals and direction of the ISP. Center personnel work directly with DSS social workers and families to achieve specific outcomes.

# CENTER FOR COMMUNITY HEALTH EDUCATION & RESEARCH,INC. (04

## 3328 AIDS Minority Capacity Development

Contract Number 49332802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 39 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 12 |
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 4 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352802040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 766 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 14 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 36000 |

**Contractor Comments:**

## 3430a HIV/AIDS Client Services

Contract Number 49252042075

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 0.7 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 85 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | .005 | 0.005 |

**Contractor Comments:**

# Center for Health & Development, Inc. (222844982)

## 3015 Client and Community Empowerment

Contract Number 43401004065

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 80% | 0.7 |
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 80% | 0.7 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 82% | 0.75 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 82% | 0.75 |

**Contractor Comments:**

## 3034 Community Support Clubhouse

Contract Number 33602003134

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 42 | 36 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 22 | 24 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 32 | 25 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 16 | 27 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 35 | 16 |

**Contractor Comments:**

Contract Number 43402004065

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 75 | 45 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 37 | 25 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 19 | 28 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 44 | 47 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 17 | 29 |

**Contractor Comments:**

## *3037* Day Rehabilitation

Contract Number 63102006058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 0 | 0 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 0 | 0 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 0 | 0 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 0 | 0 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 23012002018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 0 | 0 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 0 | 0 |

**Contractor Comments:**

Contract Number 33602003177

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 85% | 0.5 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 85% | 0.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 75% | 0.5 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.8 |

**Contractor Comments:**

Contract Number 43202004090

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 81% | 0.5 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 42.8% | 0.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 0.286 |

**Contractor Comments:**

# Center for Health & Human Services, Inc. (042173052)

## 3153 Residential Supports

Contract Number 25602560303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.5 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.8 |

**Contractor Comments:** Survey did not include family members. We will develop and send out.

## 3177 Individual Support

Contract Number 25602560304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0.5 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0.5 |

**Contractor Comments:** Survey did not include family members. We will develop and send out.

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.858 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.099 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.69 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.98 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352802003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 1500 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 679 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 9043 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.604 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.3326 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.3788 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.604 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.77 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.0713 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.109 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.192 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.341 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.01 |

**Contractor Comments:**

## *3397* Narcotic Treatment Services

Contract Number 23182802002

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Programs submit 100% of all client data of all clients eligible to participate in MTQAS | 100% | 1 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 23212802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 0.039 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 600 |

**Contractor Comments:** 2.2 We provide prevention curriculums, not screening.

## *3416* HIV/AIDS Support Housing

Contract Number 49292802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 0.8 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.75 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.8 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143111

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 600 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 50 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 1.1 Pre/post tests does not fall within activities DPH required our program to do. We're not supposed to do education, only advocacy.

2.2 & 2.4 Youth programs are not allowed by DPH to do smoking cessation.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 180 | 350 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 200 | 221 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 400 | 472.75 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 300 | 340.5 |

| | | | |
|---|---|---|---|
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

# Center for Human Development (042503926)

## 2502 Assessment Programs

Contract Number 91701070198

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 5% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program divided by the total number of admissions | 90% | 0.97 |
| 1.3 | Program completes assessments on all program participants as measured by total number of assessments delivered divided by total number of admissions minus non-applicable participants | 100% | 1 |

**Contractor Comments:** Total admissions for the Community Assessment Program were 193 and total assessments completed were 187. Three (3) residents were bail related and three (3) were temporary status and therefore no assessment was required.

## 2901/2906 Transitional Housing-Foundations-Grant

Contract Number 509210007FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 3 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 HCAC has been given funding responsibility

2.3 9/01 DTA has provided ISP materials which will be used with our own newly developed ISP. We meet monthly with our local office re: ISP/SSP

## 3015 Client and Community Empowerment

Contract Number DMH13402001157

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | NA | 0 |
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | NA | 0 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | NA | 0 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | NA | 0 |

**Contractor Comments:**

## *3026* Correctional Mental Health Services

Contract Number DMH82101008042

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Staff clinicians are licensed measured by percentage (number of licensed staff clinicians divided by the total number of staff clinicians) | 75% | 0.5 |
| 2.1 | Treatment plans exist for all mentally ill inmates measured by percentage (number of treatment plans for mentally ill inmates divided by the total number of mentally ill inmates) | 95% | 1 |
| 2.2 | Satisfaction surveys indicate client approval measured by percentage (number of clients reproting satisfaction on the satisfaction survey divided by the total number of satisfaction survey returned) | 90% | 0 |

**Contractor Comments:**

## *3037* Day Rehabilitation

Contract Number 13302001065

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 0 | 5842 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 0 | 0.89 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 0 | 0.98 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 0 | 0.39 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 0 | 0.27 |

**Contractor Comments:** Goal of 0 equals N/A

Contract Number 13302001066

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 0 | 2346 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 0 | 0.86 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 0 | 0.43 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 0 | 0.125 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 0 | 0.11 |

**Contractor Comments:** Goals listed as -0- are intended to be N/A

Number of hours (#1.1) was diminished during second half of the fiscal year due to a temporary reduction in client hours per agreement with DMH. The hours have been restored as of July 1, 2002

Contract Number 13302001177

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 1120 | 1680 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 85 | 82 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 70 | 43 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 10 | 7 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 10 | 18 |

**Contractor Comments:**

## *3048* Respite Care Services

Contract Number 13302001078

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 0 | 1 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 0 | 1 |

**Contractor Comments:** Goal of 0 equals N/A

Contract Number DMH13302001059

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | NA | 0.9 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | NA | 0.94 |

**Contractor Comments:**

Contract Number DMH13402001081

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 97% | 0.97 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 85% | 0.94 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 13302001148

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 64 | 64 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 9.21 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 27 | 27 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 89 | 89 |

**Contractor Comments:**

Contract Number 13402001147

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 85 | 85 |

| | | | |
|---|---|---|---|
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 7.99 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 56 | 56 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 93 | 93 |

**Contractor Comments:**

Contract Number 13502001153

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 0 | 68.8 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 7.7 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0.04 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 0 | 100 |

**Contractor Comments:**

Contract Number DMH13402001127

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | NA | 0.66 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | NA | 1 |

**Contractor Comments:**

## *3057* Juvenile Court Clinic Forensic Services

Contract Number DMH82102008053

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Staff clinicians are licensed measured by percentage (number of licensed staff clinicians divided by total number of staff clinicians) | 75% | 0.8 |
| 1.2 | 12e hospitalizations decrease through use of diversion or alternative programs measured by percentage (number of 12e hospitalizations divided by total nunmber of 12e hospitalizations in base year) | Actual | 0 |
| 2.1 | Evaluations are completed by the established due date measured by percentage (number of evaluations completed by the established due date divided by the total number of evaluations requested) | 100% | 0.97 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number DMH13402001097

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 90% | 0.94 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 75% | 0.91 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 85% | 0.92 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 250/mo | 694 |

| | | | |
|---|---|---|---|
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 10600 | 3848 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | NA | 5859 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | NA | 2409 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | NA | 4867 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number DMH13402001101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | NA | 0.98 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | NA | 0.93 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | NA | 0.93 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | NA | 534 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | NA | 534 |

| | | | |
|---|---|---|---|
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | NA | 534 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | NA | 8 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | NA | 5 |

**Contractor Comments:**

## *3066* Individual & Family Flexible Support Srvs

Contract Number DMH13402001101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | NA | 0 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 91% | 0.98 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 46% | 0.74 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 13301001077

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 93 | 95 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 93 | 95 |

| | | | |
|---|---|---|---|
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 93 | 95 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 90 | 91 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 90 | 91 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 90 | 91 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 94 | 94 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 94 | 94 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 29 | 29 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 14 | 14 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number 13302001151

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90 | 93 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 95 | 96 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 100 | 100 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 100 | 100 |

**Contractor Comments:**

Contract Number DMH12102001134

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | NA | 0.9038 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | NA | 0.3846 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | NA | 1 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | NA | 0.9 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 21002100306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21402140326

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21602160328

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21602160362

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR21502150395

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 21602160336

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 41 | 32 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 41 | 32 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 21602160362

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 100 | 100 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number DPH36020005158

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.55 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.55 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.9 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:**

## *3455* Special Residential Services for Women (includes Family Shelters)

Contract Number 23352802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 0.3 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 1 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 36 |

**Contractor Comments:** 2.1- Actual of 36 consists of 14 primary and 22 collateral

## *FOSC* Contracted Foster Care/Family Residence

Contract Number 10300216856

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 90 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 90 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 100 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 100 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 100 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 100 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 100 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 100 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 100 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 100 |

**Contractor Comments:**

Contract Number 10350219166

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 100 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 100 |

| | | | |
|---|---|---|---|
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 0 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 100 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 100 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 100 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 100 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 100 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 0 |

**Contractor Comments:**

Contract Number 10350219167

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 70 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 85 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 0 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 100 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 83 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 0 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 40 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 100 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 0 |

**Contractor Comments:**

## *RESGa* Bridge Home

Contract Number 00010218553

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 60 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 100 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 100 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 90 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 100 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 100 |
| 2.2 | Number of hours of training received by each staff. | actual | 80 |

**Contractor Comments:**

Contract Number 00010218888

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 60 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 100 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 100 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 50 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 75 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 100 |
| 2.2 | Number of hours of training received by each staff. | actual | 80 |

**Contractor Comments:**

## *RESS* Alternative Lockup Program

Contract Number 09950117803

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | To eliminate all instances of status offenders being detained in police lockups for any length of time measured by total number of violations (from information generated by police dockets and compiled by the Executive Office of Public Safety) | 0 Violations | 100 |
| 1.2 | To eliminate all instances of alleged non-violent offenders being detained in police lockup for longer than six hours measured by total number of youths detained for more than six hours (from information generated by police dockets and compiled by the ) | 0 Youths | 100 |

| | | | |
|---|---|---|---|
| 1.3 | All clients receiving alternative placement services are transported to court for arraignment on the next court day measured by percentage (total number of youths receiving ALP services transported to court the next day divided by total number of youth ) | 100% | 1 |
| 2.1 | Number of referrals to ALP services measured by the total annual number of calls received and reported in the Monthly Service Delivery Report | Actual | 100 |
| 2.2 | Percentage of clients mediated home by ALP measured by the total annual number of "non-placement" services reported in the Monthly Service Delivery report divided by total number of clients receiving ALP services | Actual | 0 |
| 2.3 | Number of clients placed in ALP measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 89 |
| 2.4 | Number of clients transported to court measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 10 |
| 2.5 | Number of trainings offered to both police departments and DSS measured by the total annual number or trainings reported to DSS | Actual | 30 |
| 3.1 | Cost per referral measured by the total actual program budget divided by total number of referrals | Actual | 1368 |
| 3.2 | Cost per bed night measured by the total actual program budget divided by total number of bed nights | Actual | 153 |
| 3.3 | Cost per ALP day measured by the total actual program budget divided by 365 days | Actual | 258 |
| 4.1 | Decrease in the overall violations committed by the state and local police measured by the number of violations reported by EOPS report divided by total number of clients served x 100 to obtain a percentage | 0% | 0 |

**Contractor Comments:**

# Center for Living & Working, Inc. (042564426)

## 2215d Independent Living Centers: Turning 22

Contract Number 20072001206

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are able to live more independently as a result of peer counseling and skills training services measured by percentage responding that they learned independent living skills by the consumer satisfaction survey | Actual | 1 |
| 1.2 | Consumers are supported to make their own decisions and choices measured by percentage responding that they were supported in consumer choice/consumer control | Actual | 1 |
| 2.1 | Number of units of skills training/peer counseling services | Actual | 162 |
| 2.2 | Number of persons receiving peer counseling and skills training | Actual | 9 |
| 3.1 | Cost of services per year per consumer (total expenditures for the fiscal year divided by the average number of consumers in the program during the year) | Actual | 6768 |
| 4.1 | Consumers are satisfied with overall TAP services measured by percentage (number of consumer respondents divided by the number of consumers who are satisfied measured by the consumer satisfaction survey) | 60% | 1 |

**Contractor Comments:** Especially since 9-11, it is challenging to gain access to schools, school personnel, and parents. We are working on new ways to inroad and gain trust.

## 2451 Independent Living (DHILS)

Contract Number 0001200053

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 168 | 155 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 200 | 135 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 24 | 28 |

| | | | |
|---|---|---|---|
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 3052 | 2296 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 60 | 48 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 675 | 747 |

**Contractor Comments:** Change in staff and senior staff, necessitating recruitment, training, and some reorganization; funding cuts mid-year from State contracted budget; missing staff person much of year.

Contract Number 0001200054

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 40 | 55 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 40 | 49 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 12 | 7 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 1640 | 1093 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 70 | 23 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 1100 | 161 |

**Contractor Comments:** Changes in staffing, and senior staff of agency; particularly, direct care staffer position unfillable for several months, despite recruitment efforts and recruitment support from MCDHH.

# Center for the Development of Human Services (222592997)

## 3317 Early Intervention

Contract Number 36012005161

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.67 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.67 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.65 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.65 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 1 |

**Contractor Comments:** 2.1 Percentage represents an average of seven programs. Actual performance has improved approximatly 10% in the last year. The agency requests that the Department acknowledge the lack of availability of certain disiplines creating staffing shortfalls. Also, for some families, IFSP development is delayed because of cancelled visits, hospitalizations or other factors beyond the control of the agency. Reasons for delay of IFSP development are documented in the enrolled child's record.

## 3454 FIRST Steps

Contract Number 85032807001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 46 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 46 |

| | | | |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 46 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 9 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 9 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 9 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 105 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 105 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 105 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |

**Contractor Comments:** 2.1 Enrollment retrieved from PDS, which has been losing data, so the actual performance figure is most likely low.

2.2 Question says year two, our program is in year 4. Question discrepancy.

## *CHCX* Income Eligible Child Care

Contract Number 20002132007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 17 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 17 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 17 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 17 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 17 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 17 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.6a & 1.6b OCCS questionaire is send directly to OCCS. Families are given addressed, stamped envelopes.

## *CHCY* Supportive Child Care

Contract Number 20602042005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 16 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 16 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 16 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.10 & 1.11 OCCS questionnaire is sent directly to OCCS. Families are given addressed, stamped envelopes.

Contract Number 62502046019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.25 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.25 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.25 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.25 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.25 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.25 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.4 & 1.5 I find it very hard to communicate with some DSS workers. Phone calls are not returned and workers are changed frequently.

# Central Boston Elder Services, Inc. (042546441)

## 8006 Home Care Purchase-of-Service

Contract Number sceld03641206004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.98 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.62 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 73.083 | 73.083 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 2827 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 1.03 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 0.333 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 758 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.1 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.62 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0 |

**Contractor Comments:** 4.2 discontinued.
3.1 discontinued.

## *8014* Home Care Case Management

Contract Number sceld03641206004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.98 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.88 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 78.083 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 2955 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 1.03 |

| | | | |
|---|---|---|---|
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 5 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 0.333 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 403 | 758 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.15 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.88 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0 |

**Contractor Comments:** 3.1 and 4.1 discontinued.

## *8025* Coordination of Care

Contract Number sceld03641225004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 7 | 0 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 9 | 2 |

| | | | |
|---|---|---|---|
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 334.25 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 10.9 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 1.66 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 50 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 71 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 34.6 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 23.5 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:** 2.3 and 2.4 n/a

## *8043* Managed Care/Housing

Contract Number sceld03641206004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.97 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 1.666 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 31 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 1.03 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.62 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0 |

**Contractor Comments:** 4.2 discontinued.

## *8044* ECOP (Enhanced Community Options)

Contract Number sceld03641ec0004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.98 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 0.92 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 30 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.103 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.62 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0 |

**Contractor Comments:** 4.2 discontinued

# Centro Las Americas (042714991)

## 3177 Individual Support

Contract Number 2240240370

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Centro Latino de Chelsea, Inc. (222966645)

## 2003c Citizenship and Democracy

Contract Number 01002CAP220

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of clients assisted with the Citizenship Application Process | 60 | 95 |
| 1.2 | Number of clients completing ESL/Civics Cycle | 50 | 87 |
| 1.3 | Number attaining citizenship | actual | 10 |
| 1.4 | Number of clients scheduled for a citizenship test | n/a | 0 |
| 1.5 | Number of clients passing a citizenship test | n/a | 0 |
| 1.6 | Number of clients attaining citizenship | 20 | 10 |
| 2.1 | Number of participants enrolled | 60 | 87 |
| 2.10 | Number of hours of Native Language | actual | 0 |
| 2.11 | Amount of matching and in-kind contribution | n/a | 0 |
| 2.2 | Number of participants receiving state benefits | actual | 0 |
| 2.3 | Number of participants eligible for federal benefits | actual | 0 |
| 2.4 | Dollar Amount of matching and in-kind contribution | actual | 0 |
| 2.5 | Number of hours of ESL Civics/Beginner | 80 | 120 |
| 2.6 | Number of hours of ESL Civics/Intermediate | n/a | 0 |
| 2.7 | Number of hours of Native Language/Civics | n/a | 0 |
| 2.8 | Number assisted with the N-400 | 50 | 26 |
| 2.9 | Number assisted with N-648 (Disability Waiver) | 0 | 1 |
| 3.1 | Cost per client ESL/Civics 1 | n/a | 0 |
| 3.2 | Cost per client ESL/Civics 2 and Native Language Class | n/a | 0 |
| 3.3 | Cost per disability waiver | n/a | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Increase in the number of citizens | n/a | 0 |
| 4.2 | Decrease in clients receiving state benefits | n/a | 0 |
| 4.3 | Increase in English language skill by one Melt level | n/a | 0 |

**Contractor Comments:** 2.8: The goal of 50 was originally based on the expected need for both N-400 and N-600 applications. The INS changed its policies around the requirements for the N-600. Therefore the Actual performance reflects only N-400 applications completed.

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.43 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.77 |

**Contractor Comments:** Performance affected by mid-year budget crisis. Program began winding down in response to notice of budget cuts. Contract was then reinstated and program was continued and maintained. Soon after, a personnel change resulted in a transition period in the Counselor & Tester position. Current year return rates already exceeding goals.

## *3343* HIV/AIDS Prevention & Education

Contract Number SCDPH49350802066

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 916 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 53 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 30046 |

**Contractor Comments:**

# Cerebral Palsy Association of Eastern Massachusetts, Inc. (042204289)

## 2201a Evaluation

Contract Number MCR20073004257

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 54 | 54 |
| 2.1 | Number of people served measured by unduplicated count | 24 | 54 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number 23502350390

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3317 Early Intervention

Contract Number 36012005194-01

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.8 |

| | | | |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.8 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.85 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.85 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |

**Contractor Comments:**

# Cerebral Palsy Council of Greater New Bedford, Inc. (042296947)

## 3317 Early Intervention

Contract Number 36010005162

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.84 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.84 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.52 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.52 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.8 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.8 |

**Contractor Comments:**

# Cerebral Palsy of Massachusetts, Inc. (042239746)

## 3153 Residential Supports

Contract Number 25502550353

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** Cerebral Palsy of Mass was last surveyed by the Office of Quality Management in 1997, at which time the agency was awarded a two year certification with distinction. Since then we have not been approached about a follow up evaluation, although we will be glad to take part when asked.

## 3176 Family Support

Contract Number 25502550354

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** Re: Goal measure 1.1b, Cerebral Palsy of Mass. served two Family Support individuals in FY2002. Neither of them chose to participate in our Consumer Advisory Council, although both were offered the opportunity to do so.

## *3177* Individual Support

Contract Number 25502550353

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Cerebral Palsy of Mass was last surveyed by the Office of Quality Management in 1997, at which time the agency was awarded a two year certification with distinction. Since then we have not been approached about a follow up evaluation, although we will be glad to take part when asked.

## *CHCX* Income Eligible Child Care

Contract Number 40002134047

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 54 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 54 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 54 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 54 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 54 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 54 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 54 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 54 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 54 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# Charles River Association for Retarded Citizens, Inc. (042393108)

## 2205 Employment Services

Contract Number scmrc20072031018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 80% | 0.69 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 100 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 15 | 13 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 450 | 500 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 10 | 9 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 15 | 13 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 15 | 13 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 1 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number scdmr26702670305

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number scdmr26702670379

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 90 | 88 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 90 | 88 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number scdmr26702670368

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 25% | 0.26 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0.01 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 15% | 0.2 |

**Contractor Comments:**

## *3176* Family Support

Contract Number scdmr26702670360

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 25% | 0.35 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 65% | 0.7 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 80%100 % | 0.8 |

| | | | |
|---|---|---|---|
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 0.996 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number scdmr26602660328

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number scdmr26702670317

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Chelsea Revere Winthrop Elder Services (042501473)*

## *8006* Home Care Purchase-of-Service

Contract Number SCELD03642206008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 76 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 941 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 69 | 69 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 798 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.9 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 4 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 220 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.96 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.97 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.97 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number sceld03642233232

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 144 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 37 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 37 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 37 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 15 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number sceld03642206008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 76 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 94 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 69 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 998 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.9 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1000 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 5 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 220 | 220 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.96 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.94 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.97 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number sceld03642225008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 3 | 3 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 25 | 25 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 47 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 15 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 1 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 1 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 139 |

| | | | |
|---|---|---|---|
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 99 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 157 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 60 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 3 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 26 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 0.24 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number sceld00364120600

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 219 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 76 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 76 |

| | | | |
|---|---|---|---|
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 76 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 76 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 76 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 15 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number sceld03642206008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 87 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 4 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 18 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.9 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.92 |

| | | | |
|---|---|---|---|
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0.94 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number sceld03642ec0008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 82 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 6 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 47 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 91 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.94 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0.97 |

**Contractor Comments:**

# Chicopee Child Development Center, Inc. (042456912)

## CHCX — Income Eligible Child Care

Contract Number 10002131032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 37 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 37 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 37 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 37 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 37 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 37 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 37 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 37 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 37 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# Child & Family Service of Pioneer Valley, Inc. (042103987)

## 3317 Early Intervention

Contract Number SCDPH36012005163

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.65 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.65 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.98 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.98 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.85 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.85 |

**Contractor Comments:** Unable to contact families, lack of response from families, hospitalization of clients, families canceled appointments

## 3426 Adolescent Services (CHINS)

Contract Number SCDPH23172817002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increased knowledge of ATOD risks among youth and family measured by the percentage of clients who complete the program | Actual | 0.52 |
| 1.2 | Decreased ATOD use by youth and/or family measured by the percentage of clients who report no ATOD use at discharge from the program | Actual | 0.76 |
| 1.3 | Increased awareness of HIV/STD risk and risk of teen pregnancy measured by the number of youths receiving risk reduction materials based on monthly reports | Actual | 24 |

| | | | |
|---|---|---|---|
| 1.4 | Improved school performance measured by the percentage of clients who report improved grades, increased and consistent school attendance, reported annually | 0 | 0 |
| 1.5 | Decrease in or lack of illegal behaviors measured by the number of youths who complete the program and decrease illegal behaviors based on MIS data | 0 | 0 |
| 2.1 | Number of psycho-educational class sessions | Actual | 27 |
| 2.2 | Average number of youth in attendance at psycho-educational classes(number of youth at each session divided by number of sessions) | Actual | 3.4 |
| 2.3 | Number of youth participating in Youth Intervention Activities Group (unduplicated count) | Actual | 17 |
| 2.4 | Number of Family Educational class sessions | Actual | 4 |
| 2.5 | Average number of parents in attendance at educational classes (number of parents at each session divided by number of sessions) | Actual | 3.75 |

**Contractor Comments:**

24 Youth Participated, 13 completed group
23 Parents Participated, 13 completed group
47 Participants Total, 26 Participants Completed

# Child & Family Services, Inc. (042104754)

## 3064 Outpatient Services (ch)

Contract Number 53102005018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 0 | 0 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 0 | 0 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 0 | 0 |

**Contractor Comments:** Outpatient Services contract inactive & phased out F/Y'03.

## 3066 Individual & Family Flexible Support Srvs

Contract Number 53102005018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85 | 86 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 80 | 83 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 50 | 70 |

**Contractor Comments:** 2.1=Goal was 100 for 2 teams of workers-we only have 1 team, so 100*.5=50.

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23011802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** Program was cancelled as of 6/30/01.

## *3438* Teen Challenge Fund

Contract Number 32142802004-05

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 40 | 40 |
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 0.8 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 0.2 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 0.6 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 0 |

**Contractor Comments:** Our FY'02 action plan does not reflect these outcomes. Measure 2.5 was not applicable this year. Our action plan was inclusive of fundraising & suicide prevention initiatives as well as fact sheet & youth committee development.

## *AMSSa* Adoption Management/Product Based Adoption

Contract Number 09950018845

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 0.75 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 0.4 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 0.5 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 0.5 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 0.1 |
| 2.1 | Number of children accepted for case management | Actual | 43 |
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 840 |

**Contractor Comments:**
-Caseloads
-Increase in sinble service assessments
-Staff decrease

## *Child Care of the Berkshires, Inc. (042457299)*

### *2320* Child Care Resource and Referral (CCR&R)

Contract Number 71002147101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 1 |
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 1 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 7914 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 7914 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 33 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 33 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 214 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 214 |
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 8 |

| | | | |
|---|---|---|---|
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 8 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 96 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 96 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 3 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 3 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 3 | 12 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 3 | 12 |

**Contractor Comments:**

## *3335* Child Lead Poisoning Prevention

Contract Number 72012015022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families of children with blood lead levels 15 ug/dL or greater receive individual counseling, education and intervention on lead poisoning prevention measured by the percentage of children with blood lead levels of 15 ug/dL or greater receiving on avera | 65% | 0.46 |
| 1.2 | Families of children with blood lead levels15 ug/dL or greater receive referrals to social service agencies for additional needed services measured by the percentage of families receiving referrals to social service agencies | 25% | 0.37 |

| | | | |
|---|---|---|---|
| 1.3 | Families of children with blood lead levels 15 ug/dL or greater will be sent an educational packet on lead poisoning prevention measured by the percentage of families receiving lead poisoning prevention educational packets | 95% | 1 |
| 1.4 | Families of children with moderately elevated blood lead levels receive individual counseling, education and intervention on lead poisoning prevention measured by the % of visited families that receive a referral to another agency for additional services | 25% | 0 |
| 1.5 | Families of children with moderately elevated blood lead levels receive individual counseling, education and intervention on lead poisoning prevention measured by the increase in the # of routine blood lead screenings by health care providers based on n | 0 | 0 |
| 1.6 | Families of children with moderately elevated blood lead levels receive individual counseling, education and intervention on lead poisoning prevention measured by the % of homes brought into compliance (as established by CLPPP) over the course of the yea | 10% | 0 |
| 4.1 | Improved family awareness of lead issues measured by % increase between pre & post test survey results | 0 | 0 |

**Contractor Comments:**

1.1 Our subcontracted agency providing services in Holyoke & Springfield did not provide services for 3/4 of the fiscal year, which affects our performance. If we were just counting CCB the number would be 63%.

The Healthy Homes Coordinator for CLPPP, K. Maloof, advised us to put N/A in the last 4 measures because we were not suppose to be tracking this information.

0 = N/A

## *3447* Tobacco Control: Comm. Mobilization Networks

Contract Number 29022138049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Change in community attitudes toward tobacco use measured by the number of studies of community attitudes | Actual | 1 |
| 1.2 | Change in community attitudes toward tobacco use measured by the number of regulations passed in member communities | Actual | 2 |
| 2.1 | Development and implementation of a community action plan based on best practices measured by submission of a quality annual Community Action Plan | Yes | 1 |

| | | | |
|---|---|---|---|
| 2.2 | Development and implementation of a community action plan based on best practices measured by documented participation of MTCP funded programs in the development and implementation of the Community Action Plan | Yes | 1 |

**Contractor Comments:**

## *3449* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Smoking Interventions

Contract Number 29042087063

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the number of smokers identified and counseled | 150 | 247 |
| 1.2 | Number of target priority population participating in program activities measured by the number of smokers receiving intensive treatment | 35 | 58 |
| 1.3 | Number of target priority population participating in program activities mesured by the number of target population participating in program activities | 2000 | 5973 |
| 2.1 | Development and uimplementation of an annual workplan measured by successful implementation of an annual workplan that addresses program components and standards described in the scope of services (1=yes, 2=no) | 1 (Yes) | 1 |

**Contractor Comments:** The program was in transition last year as we reduced the number of educatipm events and focused on smoking interventions. There was one staff vacancy for several months which reduced the outcomes.

## *3454* FIRST Steps

Contract Number 32182802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 4 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 4 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 4 |

| | | | |
|---|---|---|---|
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 7 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 7 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 7 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |

**Contractor Comments:**

## *3477* Child Lead Poisoning Prevention

Contract Number 72012802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Number of presentations, trainings and educational sessions given to the targeted community | Actual | 29 |
| 2.2 | Number of people served through these presentations | Actual | 283 |
| 2.3 | Number of different informational pieces on lead poisoning prevention issues published/aired using local media outlets | 6 | 25 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 10002131001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 179 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 179 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 179 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 171 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 171 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 171 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 29 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 29 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 29 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.17 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.17 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.17 |

**Contractor Comments:** 1.6 We cannot report the number of evaluations sent back to OCCS; therefore we have only completed for those returned to the agency.

## *CHCY* Supportive Child Care

Contract Number 10100241003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 65 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 65 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 65 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 32 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 32 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 32 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.3 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.3 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4.3 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 117 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 117 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 117 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 97 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 97 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 97 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.75 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.75 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.75 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

# *Child Care Resource Center, Inc. (510138647)*

## *2320* Child Care Resource and Referral (CCR&R)

Contract Number OFC74002147402

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 0 |
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 0 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 1120 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 1120 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 34 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 34 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 197 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 197 |
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 36 |

| | | | |
|---|---|---|---|
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 36 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 12 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 12 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 5 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 5 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 12 | 12 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 12 | 12 |

**Contractor Comments:** 1.1 This number is unknown.

# Children's Aid & Family Service, Inc. of Hampshire County, Inc (042103989)

## 3454 FIRST Steps

Contract Number 85032807003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | |

**Contractor Comments:** NOT APPLICABLE. AS STATED LAST YEAR, OUR OCCS FUNDED HEALTHY FAMILILES PROGRAM IS NO LONGER UNDER DPH'S FIRST STEPS ACCOUNT (PROGRAM CODE 3454)

Contract Number 09950218842

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 90 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 0.08 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 0.56 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 0.52 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 0.5 |
| 2.1 | Number of children accepted for case management | Actual | 21 |
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 754 |

**Contractor Comments:** 1.1 DIFFICULT TO REFLECT EFFICIENCY. REFERRALS IN FY'99 AND FY'00 RESULT IN ADOPTIONS IN FY'02, DUE TO CASE AND COURT DELAYS.

# Children's World Educational Centers, Inc. (042459130)

## CHCX — Income Eligible Child Care

Contract Number 60002136030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 40 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 40 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 40 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 40 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 40 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 40 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 40 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 40 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 40 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# Citizens for Adequate Housing, Inc. (222540856)

## 2901a Family Shelters

Contract Number 509220009FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 8 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 8 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 5500 | 6570 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 5500 | 6570 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.9 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.9 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 Output as per CAH's written contract stated: "Provide support for housing search activities". Above outcome not expected as written in contract. Inn Between Goal from DTA was 100% compliance & actual performance was 100%.

## 3455 Special Residential Services for Women (includes Family Shelters)

Contract Number 23352802011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 19 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 100 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 48 |

**Contractor Comments:** 1.1 16 families were served; 3 graduated and 5 remained in the program after 6/30/02.

## *Citizens for Citizens, Inc. (046134724)*

### *3319* Family Planning Services

Contract Number 22191802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with a positive chlamydia test who receive treatment for chlamydia infection | actual | 52 |
| 1.2 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with an abnormal pap smear who receive appropriate follow-up treatment or referral for treatment | actual | 289 |
| 1.3 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients at risk of unintended pregnancy who receive either an appropriate and acceptable contraceptive measure or an appointm | actual | 3142 |
| 2.1 | Number of family planning visits to each clinic/agency | Actual | 6391 |
| 2.2 | Number of new and established family planning clients who receive family planning services (unduplicated count) | Actual | 3333 |
| 2.3 | Number of adolescents served (unduplicated count) | Actual | 1281 |

**Contractor Comments:**

### *3343* HIV/AIDS Prevention & Education

Contract Number 49351802044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 713 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 1355 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 94.8 |

**Contractor Comments:**

## 3375 WIC Nutrition

Contract Number 35021802030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9865 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9865 |

**Contractor Comments:** Goal was exceeded

## 3438 Teen Challenge Fund

Contract Number 32141802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 100 | 100 |
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 90 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 100 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 100 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 50 |

**Contractor Comments:**

Contract Number 32142802017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 50 | 42 |

| | | | |
|---|---|---|---|
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 90 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 100 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 100 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 50 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29091087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 2115 | 2115 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 210 | 210 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 87 | 87 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 225 | 225 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 25 | 25 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 50001135022

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 117 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 117 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 117 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 117 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 117 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 117 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 117 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 117 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 117 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 51901045016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# CLASS, Inc. (042621546)

## 2201b Work Adjustment Training

Contract Number SCMRC20072004200

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 0 | 0 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 0 | 0 |
| 2.1 | Number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 0 | 0 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:**

## 2201d Job Support Services

Contract Number SCMRC20072004200

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 0 | 0 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 0 | 0 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number SCDMR23202320311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 75 | 74 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 75 | 74 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:** vehicle availablility, high individual to staff ratios, high need level for individuals on contract

Contract Number SCDMR23802380392

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 0 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75 | 0 |

**Contractor Comments:** 1.1 and 1.3 the indivduals on this contract do not have any community based goals hence no meaurement data was applicable.

## *3168* Employment Services

Contract Number SCDMR23200320351

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 62 | 69 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 30 | 23 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 8 | 8 |

**Contractor Comments:** Economic crisis, Reduction in worksites by employer choice due to crisis

Contract Number SCDMR23801380393

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 78 | 92 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 11 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 11 | 8 |

**Contractor Comments:** Lack of a worksite, economic crisis make it difficult to obtain a worksite

# Coastline Elderly Services, Inc. (042622121)

## 3177 Individual Support

Contract Number 25602560399

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | |

**Contractor Comments:**

## 8006 Home Care Purchase-of-Service

Contract Number 03640206009

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 100 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 100 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 65 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1353 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 1 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 1 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 275 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.95 |
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.98 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03642233211

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 100 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.97 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.93 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 0.25 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03642206009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 100 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 65 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1353 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.98 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 16 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 1 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 275 | 275 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.95 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.98 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03641517009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.99 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 8 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.98 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03641225009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 1 | 1 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 1 | 2.8 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 366 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 1.4 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 15 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 16.28 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 107 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 264 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 49.5 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 8.5 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 5 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 03642206009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.99 |

| | | | |
|---|---|---|---|
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.98 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.99 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.98 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.98 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.99 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.98 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.99 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.99 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.95 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 0.25 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03642206009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 100 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 100 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 27 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.4 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.98 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03641ECO009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.97 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 1.6 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 32.5 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.4 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.98 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# *Colonel Daniel Marr Boys and Girls Club of Dorchester, Inc. (237076465)*

## *CHCX* Income Eligible Child Care

Contract Number 6000913603

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 21 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 21 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 21 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 21 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 21 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 21 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 21 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 21 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 21 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# Common Purpose, Inc. (043134509)

## 3486 Batterer Intervention

Contract Number SCDPH34091025052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 1000 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.85 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 1000 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 350 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 1 |

**Contractor Comments:** Non-English speaking group offered in concert with another agency -- Transition House -- for men who are Haitian-Creole speaking.

Increase in services due to collaboration with DOrchester Distric Court's dedicated domestic violence court. Referrals were increased.

# *Commonwealth Family Childcare, Inc. (042832177)*

## *CHCX* Income Eligible Child Care

Contract Number 50003135001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 46 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 46 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 46 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 98 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 98 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 98 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 81 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 81 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 81 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |

**Contractor Comments:**

1.4a All families enrolled for the 1st time are provided with subsidy, health and safety requirments which are included in their Parent Packets. More detailed information is offered to individuals on an as need, case by case basis

1.6a Data is based on questionnaires received by CFC, Inc. and does not reflect questionnaires submitted directly to OCCS.

Contract Number 51703045003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 24 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 24 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 24 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 92 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 92 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 92 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

1.1 Data reflects a combination of 2 Supportive contracts due to the fact that returned questionnaires were not identified by individual contract area.

1.3 Due to budget cuts, DSS Gatekeeper positions were vacant for a period of time, resulting in delays in DSS referrals and referrals that were inappropriate for the programs to which they were referred.

1.6 Of the total children enrolled, 2 child care plans were incomplete due to the fact that the children terminated within a few days of enrollment.

1.8 None held

Contract Number 51803045010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 7 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 7 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 7 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 24 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 24 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 24 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 96 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 96 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 96 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

1.1 Data reflects a combination of 2 Supportive contracts due to the fact that returned questionnaires were not identified by individual contract areas. Data is from questionnaires returned to CFC, Inc. only, not from those returned to OCCS

1.3 Due to budget cuts, DSS Gatekeeper positions were vacant for a period of time, resulting in delays in DSS referrals and referrals that were inappropriate for the programs to which they wre referred.

1.6 Of the total children enrolled, 1 child terminated shortly after enrolling, leaving no time to prepare the child care plan.

1.8 None held

# Communities For People, Inc. (042573248)

## 3153 Residential Supports

Contract Number 26500650332

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 Specialized Home Care is provided by private professional foster home providers.

## 3176 Family Support

Contract Number 26001600309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | NA | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | NA | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | NA | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 1.1b DMR sets annual allocations
1.3 Contract does not provide this service
1.4b Contract is not providing residential services to consumers

## *AMSSa* Adoption Management/Product Based Adoption

Contract Number 09950018856

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 8 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 45 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 3 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 5 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 0 |
| 2.1 | Number of children accepted for case management | Actual | 7 |
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 730 |

**Contractor Comments:** 1.3 Two interstate homestudies

## *RESC* Commonworks

Contract Number 09950218499

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of youth placed in Commonworks Program who attain a moderate or better rating on overall progress toward treatment plan goals will be maintained at a rating of 70% or better | 70% | 0.7518 |
| 1.2 | Percentage of youths served by Commonworks program with family involvement in treatment as measured by the total # of youth for whom there was family involvement divided by the total # of youth for whom family involvement is not clinically contraindicate | 80% | 0.939 |
| 1.3 | Percentage of youths served by Commonworks Program who achieve a moderate or better rating on academic progress on educational goals in treatment plan will be maintained at a rating of 70% or better | 70% | 0.7791 |
| 1.4 | Compliance relative to development of quarterly treatment progress reviews for youth within the Commonworks Program will be maintained at a rating of 90% or better as measured by the # of youth for whom treatment progress reviews are completed divided by | 90% | 0.9167 |
| 2.1 | Percentage of youth served by the Commonworks Program who experienced an interruption in service due to AWOL will be maintained at a rating of 5% or less as measured by the # of youth experiencing an interruption in service of more than 30 days divided b | 5% | 0 |
| 2.2 | Percentage of youth discharged from Commonworks Program who do not re-enter residential network care will be maintained at a rating of 7% or less as measured by the # of youth discharged in accordance with a treatment planning decision who do not re-ente | 7% | 0.0807 |
| 2.3 | Overall average length of stay of youth in Commonworks Program (placement only) will be maintained at 360 Days or less. Note: Lengths of stay are based on duration of time youth are in Commonworks residential care | 360 Days | 368.67 |
| 2.4 | Percentage of moves to less restrictive levels of care for yout served in the Commonworks Program will not be less than 90% as measured by the number of youth moving to less restrivctive levels of care divided by the total number of youth moving to a new | 90% | 0.9053 |

**Contractor Comments:** 2.1 Measure not calculated due to inconsistent SDR2 reporting. This will be addressed in FY03 with new reporting system.

# COMMUNITY ACTION PROGRAMS INTER-CITY, INC. (042428915)

## CHCX — Income Eligible Child Care

Contract Number 0900213CMS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 4 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 4 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 4 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 4 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 4 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 4 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

Contract Number 60002136044

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 84 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 84 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 84 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 84 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 84 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 84 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 62602046030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 44 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 44 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 44 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 20 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 20 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 20 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 38 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 38 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 38 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

# Community Adolescent Resource and Education Center, Inc. (042962882)

## 2833a Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number scdta508519yp016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 48 | 48 |
| 2.1 | Enrollments | 68 | 68 |

**Contractor Comments:**

## 3438 Teen Challenge Fund

Contract Number scdph32142802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 15 | 14 |
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 165 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 34 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 60 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 2 |

**Contractor Comments:**

## 3461 Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number scdph29041087066

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 70 | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 14 | 14 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 3,640 | 3640 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *CHCa* Court Based child Care

Contract Number scdss10012241005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are linked to the social, medical, child care and other services they need measured by the percentage of children who are informally screened for medical and health services | Actual | 1 |
| 1.1b | Of the percentage of children identified in 1.1a, report the percentage of children that are referred for medical or health services | Actual | 0.75 |
| 1.2 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that are referred to social service agencies | Actual | 1 |
| 1.3 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that request and are provided with information and resources that address parenting issues | Actual | 1 |
| 1.4a | Families are linked to the social, medical, child care and other services they need measured by the percentage of families informally screened for behavioral problems or developmental delays | Actual | 1 |
| 1.4b | Of the percentage of children identified in 1.4a, where the need for additional services (Early Intervention, WIC, etc) is identified, report the percentage of children that are referred. | Actual | 0.25 |

| | | | |
|---|---|---|---|
| 1.5 | Families are respected and engaged as partners in meeting their children's needs measured by the percentage of families that are provided family satisfaction questionnaires upon leaving child care services or participate in exit interviews or focus group | Actual | 1 |
| 1.6 | The functioning of the courts improves and increases in efficiency measured by the number of questionnaires completed and returned by court personnel who work with children and families that reflect satisfaction with the services provided. | Actual | 0 |
| 1.7 | Continuity of care is arranged for children and families needing childcare services measured by the percentage of families referred for child care services that result in services being received. | Actual | 1 |

**Contractor Comments:**

# Community Art Center, Inc. (042496097)

## CHCX — Income Eligible Child Care

Contract Number 40009134022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 22 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 22 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 22 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** FY02 was a year of major tranisition with 3 leadership changes. These questionnaires were not incorporated into the intake and assessment. Beginning in FY03, with new administration, these questionnaires have become a normal part of reassessments and terminations.

## *CHCY* Supportive Child Care

Contract Number 41402044020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 24 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 24 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 24 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 22 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 22 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 22 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 22 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 22 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 22 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# Community Care Services, Inc (042506078)

## 2509 Specialized Foster Care

Contract Number 95141200403

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Long term youth either attend school or maintain employment measured by percentage (number of youths attending school or working divided by the number of youth served in the program) | 100% | 0.92 |
| 1.2 | Youth successfully complete stay measured by percentage (number of youths completing stay divided by the number of youths served in the program) | 50% | 0.67 |

**Contractor Comments:**

## 2901a Family Shelters

Contract Number 509220FO42

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 1 | 1 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 1 | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 53202005099

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 50% | 0.62 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 50% | 0.45 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 50% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 0.99 |

**Contractor Comments:**

## 3050 Outpatient

Contract Number 53202005026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 80% | 1 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.78 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 85% | 0.91 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 23 | 23 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 0 | 0 |

| | | | |
|---|---|---|---|
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 162 | 162 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 0 | 0 |

**Contractor Comments:**

## *3058* Family/Caregivers Support

Contract Number 53202005024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Program measures participant satisfaction measured by percentage (number of participants who reprot being satisfied with the program divided by the number of participants who participated in the satisfaction survey) | 95% | 0.93 |
| 1.2 | Participants meet their goals measured by percentage (number of participants who meet one or more self-indentified education goals or support objectives divided by the numnber of participants served) | 85% | 0.8 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 53202005026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 82% | 0.5 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 1 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 86% | 0.98 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 56 | 56 |

| | | | |
|---|---|---|---|
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 6707 | 6707 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 999 | 999 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 53202005031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 90% | 0.97 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 90% | 0.97 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 90% | 0.97 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 80% | 0.83 |

| | | | |
|---|---|---|---|
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 80% | 0.83 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 80% | 0.8 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 80% | 0.58 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 80% | 0.58 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 20 | 22 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 20 | 13 |

**Contractor Comments:**

Contract Number 53402005044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 90% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 90% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 90% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child’s level of functioning within the family divided by total number of clients discharged | 80% | 0.6 |

| | | | |
|---|---|---|---|
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 80% | 0.6 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 80% | 0.6 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 80% | 0.55 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 80% | 0.55 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 10 | 17 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 10 | 4.25 |

**Contractor Comments:**

Contract Number 53502005072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 90% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 90% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 90% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 80% | 0.7 |

| | | | |
|---|---|---|---|
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 80% | 0.7 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 80% | 0.75 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 80% | 0.78 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 80% | 0.78 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 10 | 25 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 10 | 7 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23248802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.88 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.01 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.342 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.419 |

| | | | |
|---|---|---|---|
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.43 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.338 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.17 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.0095 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.351 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.237 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3426* Adolescent Services (CHINS)

Contract Number 23172817006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increased knowledge of ATOD risks among youth and family measured by the percentage of clients who complete the program | Actual | 0.9 |
| 1.2 | Decreased ATOD use by youth and/or family measured by the percentage of clients who report no ATOD use at discharge from the program | Actual | 0.85 |
| 1.3 | Increased awareness of HIV/STD risk and risk of teen pregnancy measured by the number of youths receiving risk reduction materials based on monthly reports | Actual | 1 |
| 1.4 | Improved school performance measured by the percentage of clients who report improved grades, increased and consistent school attendance, reported annually | 100% | 0.9 |
| 1.5 | Decrease in or lack of illegal behaviors measured by the number of youths who complete the program and decrease illegal behaviors based on MIS data | 100% | 0.8 |
| 2.1 | Number of psycho-educational class sessions | Actual | 15 |
| 2.2 | Average number of youth in attendance at psycho-educational classes(number of youth at each session divided by number of sessions) | Actual | 8 |
| 2.3 | Number of youth participating in Youth Intervention Activities Group (unduplicated count) | Actual | 24 |

| | | | |
|---|---|---|---|
| 2.4 | Number of Family Educational class sessions | Actual | 15 |
| 2.5 | Average number of parents in attendance at educational classes (number of parents at each session divided by number of sessions) | Actual | 10 |

**Contractor Comments:**

## *3447* Tobacco Control: Comm. Mobilization Networks

Contract Number 29022079046

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Change in community attitudes toward tobacco use measured by the number of studies of community attitudes | Actual | 180 |
| 1.2 | Change in community attitudes toward tobacco use measured by the number of regulations passed in member communities | Actual | 6 |
| 2.1 | Development and implementation of a community action plan based on best practices measured by submission of a quality annual Community Action Plan | Yes | 1 |
| 2.2 | Development and implementation of a community action plan based on best practices measured by documented participation of MTCP funded programs in the development and implementation of the Community Action Plan | Yes | 16 |

**Contractor Comments:**

## *3449* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Smoking Interventions

Contract Number 29042087073

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the number of smokers identified and counseled | 20 | 20 |
| 1.2 | Number of target priority population participating in program activities measured by the number of smokers receiving intensive treatment | 15 | 15 |
| 1.3 | Number of target priority population participating in program activities mesured by the number of target population participating in program activities | 20 | 20 |

| | | | |
|---|---|---|---|
| 2.1 | Development and uimplementation of an annual workplan measured by successful implementation of an annual workplan that addresses program components and standards described in the scope of services (1=yes, 2=no) | 1 (Yes) | 1 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143107

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 150 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 500 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 175 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 200 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 125 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29091087999-077

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 150 | 150 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 150 | 150 |

| | | | |
|---|---|---|---|
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 150 | 150 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 400 | 400 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 200 | 200 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *FOSC* Contracted Foster Care/Family Residence

Contract Number 00050200054

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.8 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.8 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.8 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0.8 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 0.93 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0.67 |

| | | | |
|---|---|---|---|
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0.8 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 0.93 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0.8 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 1 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 0.93 |

**Contractor Comments:**

Contract Number 00060200066

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.8 |

| | | | |
|---|---|---|---|
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 1 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 1 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 1 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 1 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 1 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0.78 |

| | | | |
|---|---|---|---|
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 1 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:** Independent living and PAYA based on number of clients age 14 or older.

Contract Number 41500200071

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 1 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.8 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 1 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 1 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0.33 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 1 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0.33 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 1 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:**

Contract Number 51700200065

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.92 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.92 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 1 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 1 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 1 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0.83 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 1 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:**

Contract Number 51800200064

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 1 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.9 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.9 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 1 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 1 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 1 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0.33 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 0.91 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:**

Contract Number 51900200070

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 1 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 1 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 1 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 1 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 1 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 1 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 1 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:**

Contract Number 52000200067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.97 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.9 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.93 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0.89 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 0.97 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0.79 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0.89 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0.57 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 0.93 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:**

## *RESS* Alternative Lockup Program

Contract Number 09950217807

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | To eliminate all instances of status offenders being detained in police lockups for any length of time measured by total number of violations (from information generated by police dockets and compiled by the Executive Office of Public Safety) | 0 Violations | 0 |
| 1.2 | To eliminate all instances of alleged non-violent offenders being detained in police lockup for longer than six hours measured by total number of youths detained for more than six hours (from information generated by police dockets and compiled by the ) | 0 Youths | 0 |
| 1.3 | All clients receiving alternative placement services are transported to court for arraignment on the next court day measured by percentage (total number of youths receiving ALP services transported to court the next day divided by total number of youth ) | 100% | 0.98 |
| 2.1 | Number of referrals to ALP services measured by the total annual number of calls received and reported in the Monthly Service Delivery Report | Actual | 251 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients mediated home by ALP measured by the total annual number of "non-placement" services reported in the Monthly Service Delivery report divided by total number of clients receiving ALP services | Actual | 1 |
| 2.3 | Number of clients placed in ALP measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 185 |
| 2.4 | Number of clients transported to court measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 183 |
| 2.5 | Number of trainings offered to both police departments and DSS measured by the total annual number or trainings reported to DSS | Actual | 0 |
| 3.1 | Cost per referral measured by the total actual program budget divided by total number of referrals | Actual | 544 |
| 3.2 | Cost per bed night measured by the total actual program budget divided by total number of bed nights | Actual | 597 |
| 3.3 | Cost per ALP day measured by the total actual program budget divided by 365 days | Actual | 374 |
| 4.1 | Decrease in the overall violations committed by the state and local police measured by the number of violations reported by EOPS report divided by total number of clients served x 100 to obtain a percentage | 0% | 0.0039 |

**Contractor Comments:**

# Community Connections, Inc. (042871024)

## 3153 Residential Supports

Contract Number 25702570332

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 25502550331

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 0.5 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 0.5 |

**Contractor Comments:**

Contract Number 25802580355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 70% | 0.7 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 70% | 0.7 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 70% | 0.7 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 70% | 0.7 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 25502550325

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 25% | 0.17 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 75% | 0.83 |

**Contractor Comments:** 1.1, 1.2, 1.3, 1.5 N/A

Contract Number 25702570342

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 25% | 0.1 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 75% | 0.9 |

**Contractor Comments:** 1.1, 1.1, 1.3,1.5 N/A

## *3177* Individual Support

Contract Number 25702570333

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Community Counseling of Bristol County, Inc. (043035697)

## 3037 Day Rehabilitation

Contract Number 53202005022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 65 | 60 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 75 | 100 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 90 | 84 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 30 | 18 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 15 | 14 |

**Contractor Comments:**

## 3050 Outpatient

Contract Number 53202005025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 75 | 88 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 85 | 81 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 90 | 90.4 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 60 | 34 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 40 | 21 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 600 | 183 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 150 | 228 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 53202005025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | unit | 0 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | rate | 0 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | see | 0 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | below | 0 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | for | 0 |

| | | | |
|---|---|---|---|
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | info | 0 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | on | 0 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | fy02 | 0 |

**Contractor Comments:** This contract was changed to a unit rate in Dec 2000, at that time the classification of units were broken into two types General Support and Medication Assistance. We have kept the followint measures

Gen Reh Direct 5480
Gen Reh Indirect 5249.05
Med Asst Direct 1005
Med Asst Indirect 822.15

## *3064* Outpatient Services (ch)

Contract Number 53202005030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | actual | 100 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | actual | 100 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | actual | 5 |

**Contractor Comments:** This contracted ended mid year greatly effecting the number of clients served.

## *3066* Individual & Family Flexible Support Srvs

Contract Number 53202005030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 77 | 1 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 80 | 1 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 27 | 1 |

**Contractor Comments:**

## *3146* CHMC-Continuing Care (Non-Inpatient)

Contract Number 53202005019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists that are board certified divided by total number of psychiatrists) | 100 | 1 |
| 1.2 | Service provision is appropriately documented by clinicians measured by percentage (number of clinicians who meet all established documentation standards divided by total number of program clinicians) | na | 1 |

**Contractor Comments:** We have no service clinicians on this contract.

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23412082999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 88 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 10 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802082

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.58 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.9 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352117148

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 955 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 8 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 6982 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 46.8 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 57.67 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 51.85 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 52 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 5.5 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 1.1 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 2.5 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 19.9 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 4.4 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** This contract was cut during the fiscal year, outreach was discontinued and some services were not reimbursed.

## *3392* Supportive Housing

Contract Number 23112802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 52 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 81 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 84 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 5.4 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 23212802029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 1236 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 4736 |

**Contractor Comments:**

## *3416* HIV/AIDS Support Housing

Contract Number 49292ES1061

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.8 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 0.75 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.75 |

**Contractor Comments:**

## *3430a* HIV/AIDS Client Services

Contract Number 49252082022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 748 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 137 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | Actual | 1263.96 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 2909208799

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | Actual | 1443 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | Actual | 450 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | Actual | 189 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | Actual | 540 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | Actual | 425 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** UFR Program number 31 ended in August 2001

# Community Day Care Center of Lawrence, Inc. (042473133)

## 2320 Child Care Resource and Referral (CCR&R)

Contract Number 73001147301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 16 |
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 16 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 26408 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 26408 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 47 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 47 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 1428 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 1428 |
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 46 |

| | | | |
|---|---|---|---|
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 46 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 11 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 11 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 22 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 22 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 12 | 11 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 12 | 11 |

**Contractor Comments:**

## *CHCa* Court Based child Care

Contract Number 3000TC0231

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are linked to the social, medical, child care and other services they need measured by the percentage of children who are informally screened for medical and health services | Actual | 1 |
| 1.1b | Of the percentage of children identified in 1.1a, report the percentage of children that are referred for medical or health services | Actual | 1 |
| 1.2 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that are referred to social service agencies | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that request and are provided with information and resources that address parenting issues | Actual | 1 |
| 1.4a | Families are linked to the social, medical, child care and other services they need measured by the percentage of families informally screened for behavioral problems or developmental delays | Actual | 1 |
| 1.4b | Of the percentage of children identified in 1.4a, where the need for additional services (Early Intervention, WIC, etc) is identified, report the percentage of children that are referred. | Actual | 1 |
| 1.5 | Families are respected and engaged as partners in meeting their children's needs measured by the percentage of families that are provided family satisfaction questionnaires upon leaving child care services or participate in exit interviews or focus group | Actual | 1 |
| 1.6 | The functioning of the courts improves and increases in efficiency measured by the number of questionnaires completed and returned by court personnel who work with children and families that reflect satisfaction with the services provided. | Actual | 1 |
| 1.7 | Continuity of care is arranged for children and families needing childcare services measured by the percentage of families referred for child care services that result in services being received. | Actual | 0.1 |

**Contractor Comments:** Program is listed as CHCZ on the Kent Barkhouse letter, which does not match the program code of the UFR template (CHCa).
All questions are 100% except for 1.7.
1.7 After the child leaves care there is no way of knowing if the services are received. 90% do not need referrals for child care.

## *CHCX* Income Eligible Child Care

Contract Number 30009133007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 346 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 346 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 346 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 346 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 346 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 346 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 346 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 346 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 346 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 30900043005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 114 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 114 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 114 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 114 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 114 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 114 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 114 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 114 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 114 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 114 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 114 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 114 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 114 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 114 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 114 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 114 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 114 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 114 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 114 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 114 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 114 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 114 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 114 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 114 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 114 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 114 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 114 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 114 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 114 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 114 |

**Contractor Comments:**

# Community Enterprises, Inc. (510178661)

## 2109/2110 Personal and Vocational Adjustment Training

Contract Number 41002410056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 0 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 0 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 0 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 1 |
| 2.2 | Number of MCB consumers served annually | >900 | 3 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 170 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 0.33 |

**Contractor Comments:**

Contract Number 70002177195

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 0.02 |

| | | | |
|---|---|---|---|
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 0 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 0 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 1 |
| 2.2 | Number of MCB consumers served annually | >900 | 2 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 33237 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 1 |

**Contractor Comments:**

## *2143* Residential/Day (3 providers only)

Contract Number 41002410056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## *2201a* Evaluation

Contract Number 20072004204

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 25 | 57 |
| 2.1 | Number of people served measured by unduplicated count | 100 | 127 |

**Contractor Comments:**

Contract Number 20072004282

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 100% | 1 |
| 2.1 | Number of people served measured by unduplicated count | 57 | 57 |

**Contractor Comments:**

## *2201b* Work Adjustment Training

Contract Number 20072004204

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 38% | 0.64 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 38 | 64 |
| 2.1 | Number of individuals served measured by unduplicated count | 38 | 64 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 31 | 64 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 50 | 33 |

**Contractor Comments:**

## *2201c* Skills Training

Contract Number 20072004204

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 12 | 0 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 12 | 0 |
| 2.1 | Total number of individuals served measured by unduplicated count | 12 | 0 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 8 | 0 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 50 | 33 |

**Contractor Comments:**

## *2201d* Job Support Services

Contract Number 20072004254

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 30 | 27 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 21 | 25 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 30 | 32 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 20 | 13 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number 20072031036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 1 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 115 | 115 |
| 2.1 | Number of individuals served (unduplicated count) | 8 | 8 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 6 | 10 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 1 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 8 | 8 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 8 | 8 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 8 | 8 |
| 4.4 | Number of individuals that are referred out for placement services | 1 | 0 |

**Contractor Comments:**

## *2225a* SHIP Head Injury Centers

Contract Number 20072007101

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | |
|---|---|---|
| 1.1 | Following July 1, 2002, the Head Injury Center will demonstrate a percentage increase above baseline in the total number of service hours which are delivered off-site to consumers within this Head Injury Center based on regional characteristics | N/A |
| 1.2 | Following July 1, 2002, the percentage of total objectives met will reflect an increase each year from previous fiscal years, demonstrating an increase in participant's skill levels. | N/A |
| 2.1 | Number of service hours delivered off-site annually | Actual |
| 2.2 | Percentage of ISP objectives met for all participants during the fiscal year (total number of ISP goals that were accomplished divided by total number of ISP goals) | Actual |
| 4.1 | Consumers are satisfied with Head Injury Center services measured by the percentage of positive responses to the following question on the Consumer Satisfaction Survey: How satisfied are you with the quality of your services? (total number of responses d | 80% |
| 4.2 | Consumers are satisfied with Head Injury Center services measured by the percentage of positive responses to the following question on the Consumer Satisfaction Survey: Are your goals being met? (total number of responses divided by total number of | 80% |

**Contractor Comments:** The MMARS program code (2225a) and goals do not match the service in our UFR number program 541. The program/service in UFR #541 is a supported living program that has no relationship with Ship Head Injury Center.

## *3036* Services for Education & Employment (SEE)

Contract Number 13202001050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 14 | 7 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 15 | 9 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 10 | 6 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 11 | 8 |

**Contractor Comments:**

Contract Number 13302001067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 5 | 8 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 6 | 11 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 3 | 2 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 4 | 3 |

**Contractor Comments:**

Contract Number 33402003110

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 10 | 8 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 15 | 13 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 12 | 6 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 15 | 4 |

**Contractor Comments:** 1.4 Although Project Manager has done intense outreach, the number of education referrals continue to be a a minimum

## *3037* Day Rehabilitation

Contract Number 13302001068

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 110 | 112 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 2 | 2 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 100% | 1 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 0 | 0 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 0 | 0 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 1310200114

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 100% | 0.75 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 1.7 | 6.31 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 1.17 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 0.93 |

**Contractor Comments:**

Contract Number 13302001145

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.73 |

| | | | |
|---|---|---|---|
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 5.5 | 4.4 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .33 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 1 |

**Contractor Comments:**

Contract Number 13402001128

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.74 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 5.0 | 7.8 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .3 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 1 |

**Contractor Comments:**

## *3058* Family/Caregivers Support

Contract Number 12102001008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Program measures participant satisfaction measured by percentage (number of participants who reprot being satisfied with the program divided by the number of participants who participated in the satisfaction survey) | 75% | 0.96 |
| 1.2 | Participants meet their goals measured by percentage (number of participants who meet one or more self-indentified education goals or support objectives divided by the numnber of participants served) | 75% | 0.85 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number 21102110310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.87 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 21202120325

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 52/13 | 0.25 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 52/12 | 0.23 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 52/9 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 52/15 | 0.29 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 52/12 | 0.23 |

**Contractor Comments:**

Contract Number 23502350391

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 3 | 2 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 20 | 21 |

**Contractor Comments:**

Contract Number 26102610360

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 25% | 0.27 |

**Contractor Comments:** 5

## *3177* Individual Support

Contract Number 21102110311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1.12 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1.12 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Community Health and Alternative Opportunities Services, Inc. (042670833)

## 3015 Client and Community Empowerment

Contract Number SCDMH82102008015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 90% | 1 |
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 90% | 1 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 100% | 1 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 100% | 1 |

**Contractor Comments:**

## 3036 Services for Education & Employment (SEE)

Contract Number SCDMH33302003088

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 15 | 18 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 20 | 22 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 2 | 1 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 2 | 1 |

**Contractor Comments:** While the program exceeded its goals for the year in employment, education numbers are low. Referrals are always for employment services as the DMH Site office refers clients for all education services elsewhere. Occasionally a client who has been referred for employment services may request assistance with locating education services from staff. This year only one person requested education services.

Contract Number SCDMH33502003116

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 35 | 14 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 40 | 19 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 20 | 10 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 21 | 19 |

**Contractor Comments:** 1.1 - 1.4: For the first half of the fiscal year, the program did not receive a sufficient number of referrals from the DMH Site office to enable the program to operate at capacity. In fact, the program was operating at 25-30% below capacity for that time period.

1.3: Most referrals from the DMH Site office are for employment, not education, services.

## *3049* Adult Residential Services

Contract Number SCDMH32102003181

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 85% | 0.83 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 6 | 5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 3 | 1 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 0.93 |

**Contractor Comments:**

Contract Number SCDMH33302003158

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.75 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 12 | 7 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 1 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 0.94 |

**Contractor Comments:**

Contract Number SCDMH33402003188

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 85% | 0.8 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3 | 3 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 2 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 0.93 |

**Contractor Comments:**

Contract Number SCDMH33602003243

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 0.6 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 4 | 21 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 3 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 0.75 |

**Contractor Comments:** These data reflect the pressures related to program start-up. Clients moved in in late August of 2001, 2 months into the fiscal year. The goal for Measure Number 1.2 was set too low for the individuals the program was designed to serve; a contract amendment has adjusted this goal upwards.

# Community Options, Inc. (042676825)

## 3168 Employment Services

Contract Number SCDMR21502150336

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 28% | 0.26 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 7% | 0.2 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 65% | 0.54 |

**Contractor Comments:**

# Community Partnerships, Inc. (222776057)

## 3153 Residential Supports

Contract Number scdmr25402540307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.75 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 We are currently in the midst of Survey & Certification Process.

## 3177 Individual Support

Contract Number scdmr25402540304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0.75 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0.75 |

**Contractor Comments:** 1. C.P.I. Executive Director has been working with state-wide group chaired by D.M.R. Central Office staff to develop an evaluation tool for Individual Support Contracts.

## *Community Providers of Adoloscent Services (042539383)*

### *CSSS* Contracted Support/Service management Consultation

Contract Number 00060218881

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of Adoption Contract referrals received | Actual | 0 |
| 1.2 | Number of Adoption Contract referrals serviced | Actual | 0 |
| 1.3 | Percentage of referrals with staff contact within 10 days of receipt of referrals | Actual | 100 |
| 1.4 | Percentage of referrals with client contact within 20 days of receipt | Actual | 0 |
| 1.5 | Percentage of referrals with a written summary submitted to the referring worker within 30 days following the conclusion of the consultation process | Actual | 100 |
| 1.6 | Percentage of referrals with a monthly written report submitted to the contract manger that includes information requested in the contract's performance expectations | Actual | 100 |

**Contractor Comments:** COMPASS Provides educational consultation and technical assistance to DSS to ensure that the educational needs of children in DSS care are met. COMPASS provides on-going technical assistance to regional and area office staff to insure that children in DSS custody receive appropriate educational services; that regular contact is maintained with Local Educationa Authorities,Department of Education, the Educational Surrogate Program, And the Statewide Education Coordinator: and that training is provided to area/regional staff on educational/special education topics on a regular basis.

# Community Service Care, Inc (042754281)

## 3153 Residential Supports

Contract Number 26502650335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number 26502650335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *RESGa* Bridge Home

Contract Number 0

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 0 |

**Contractor Comments:** Our agency does not operate a RESGa (Bridge Home) Program.

## *Community Servings, Inc. (223154028)*

### *3430a* HIV/AIDS Client Services

Contract Number SCDPH49251802033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 11658 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 750 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | Actual | 2790.24 |

**Contractor Comments:** The program was consolidated in FY02. The number of clients was increased, which reduced our cost per client.

## *Community Solutions, Inc. (066064108)*

### *2503* Group Care

Contract Number 94181070097

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.05 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.9 |

**Contractor Comments:**

# Community Systems, Inc (061236054)

## 2143 Residential/Day (3 providers only)

Contract Number 41002336029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number 41002410041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number 41002410051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number 41002410052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 0.1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number 41002410055

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 25702570301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25802580335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 100 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 25802580306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 25 | 25 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 50 | 50 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 50 | 50 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 25702570302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |

| | | | |
|---|---|---|---|
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 25702570413

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 25802580337

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# COMMUNITY TEAMWORK, INC. (042382027)

## 2320 Child Care Resource and Referral (CCR&R)

Contract Number 74002147401

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 0 |
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 0 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 3336 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 3336 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 72 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 72 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 346 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 346 |
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 14 |

| | | | |
|---|---|---|---|
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 14 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 12 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 12 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 20 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 20 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 12 | 12 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 12 | 12 |

**Contractor Comments:**

## *2901a* Family Shelters

Contract Number 509220011FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |

| | | | |
|---|---|---|---|
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 Permanent housing goals are carried out under a separate contract under Housing Assistance Program funded by D.T.A. N/A
2.2 Merrimack House provides kitchen facilities and food vouchers for guests to prepare their own meals.

Contract Number 509220058FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 The permanent housing goals are carried out under a separate contract, the Housing Assistance Program , funded by DHCD. N/A

## *2901b* Transitional Housing

Contract Number 26402443041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Number of families placed into permanent housing (average 1.25 families per month) measured by the total number of placements for the fiscal year | N/A | 0.75 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** This fiscal year, the actual performance of permanently housed families is lower due to the expansion of the SSTAP START Program beginning in January 02. There were more families accepted into the program which affects the outcome measure.

## *3375* WIC Nutrition

Contract Number 35022802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.977 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.977 |

**Contractor Comments:**

## *3440* Food Stamp Outreach

Contract Number 344A140001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Number of strategies implemented within targeted communities to support food stamp outreach activities | Actual | 223 |
| 2.2 | Number of potential applicants screened (unduplicated annual count) | Actual | 780 |

**Contractor Comments:** There are 4 new screening community outreach sites. We averaged 500 pieces of literature per month. We gave 10 community presentations and had 4 agency trainings.

## *CHCa* Court Based child Care

Contract Number 30032243002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are linked to the social, medical, child care and other services they need measured by the percentage of children who are informally screened for medical and health services | Actual | 25 |
| 1.1b | Of the percentage of children identified in 1.1a, report the percentage of children that are referred for medical or health services | Actual | 0.2 |
| 1.2 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that are referred to social service agencies | Actual | 5 |
| 1.3 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that request and are provided with information and resources that address parenting issues | Actual | 25 |
| 1.4a | Families are linked to the social, medical, child care and other services they need measured by the percentage of families informally screened for behavioral problems or developmental delays | Actual | 5 |
| 1.4b | Of the percentage of children identified in 1.4a, where the need for additional services (Early Intervention, WIC, etc) is identified, report the percentage of children that are referred. | Actual | 0.25 |
| 1.5 | Families are respected and engaged as partners in meeting their children's needs measured by the percentage of families that are provided family satisfaction questionnaires upon leaving child care services or participate in exit interviews or focus group | Actual | 25 |
| 1.6 | The functioning of the courts improves and increases in efficiency measured by the number of questionnaires completed and returned by court personnel who work with children and families that reflect satisfaction with the services provided. | Actual | 0 |
| 1.7 | Continuity of care is arranged for children and families needing childcare services measured by the percentage of families referred for child care services that result in services being received. | Actual | 23 |

**Contractor Comments:** 1.6 This is not applicable.
Not all Teen Parents follow through on meeting the requirements for full time child care services.

## *CHCX* Income Eligible Child Care

Contract Number 30002133003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 354 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 354 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 354 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 354 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 354 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 354 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 340 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 340 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 340 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |

**Contractor Comments:**

Contract Number 40002134001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 82 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 82 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 82 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 82 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 82 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 82 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 79 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 79 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 79 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.97 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.97 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.97 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 30800043003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 223 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 223 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 223 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 214 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 214 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 214 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 214 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 214 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 214 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 223 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 223 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 223 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 7 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 7 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 7 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 223 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 223 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 223 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 223 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 223 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 223 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 223 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 223 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 223 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 223 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 223 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 223 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 223 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 223 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 223 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 223 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 223 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 223 |

**Contractor Comments:** Only 2 quarterly meetings were held.

Contract Number 41202044003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 23 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 23 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 23 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 23 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 23 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 23 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 23 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 23 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 23 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 23 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 23 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 23 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 23 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 23 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 23 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 23 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 23 |

**Contractor Comments:**

# Community Workshops, Inc. d/b/a Community Work Services (042103560)

## 2201a Evaluation

Contract Number gfklnad

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 244 | 183 |
| 2.1 | Number of people served measured by unduplicated count | 244 | 244 |

**Contractor Comments:** Note: CWS has negotiated that short-term evaluation reports will be produced within 15 working days.

## 2201b Work Adjustment Training

Contract Number 132156463

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 42 | 42 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 42 | 42 |
| 2.1 | Number of individuals served measured by unduplicated count | 42 | 42 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 28 | 28 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 23 | 23 |

**Contractor Comments:**

## 2201c Skills Training

Contract Number e55g532

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 14 | 14 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 14 | 14 |
| 2.1 | Total number of individuals served measured by unduplicated count | 14 | 14 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 14 | 14 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 9 | 9 |

**Contractor Comments:**

## *2201d* Job Support Services

Contract Number 1674613

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 23 | 23 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 23 | 23 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 23 | 23 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 12 | 12 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number 1346513.

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 0.97 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.98 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 6% | 0.09 |
| 2.1 | Number of individuals served (unduplicated count) | 50 | 50 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 20 | 632 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 2 | 4 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100% | 0.98 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100% | 0.97 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100% | 1 |
| 4.4 | Number of individuals that are referred out for placement services | 4% | 0.09 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26402640387

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 28 | 0.51 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 32 | 0.28 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 36 | 0.21 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 4 | 0.07 |

**Contractor Comments:**

# Comprehensive Mental Health Systems, Inc (042695655)

## 2225a SHIP Head Injury Centers

Contract Number 20072007105

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following July 1, 2002, the Head Injury Center will demonstrate a percentage increase above baseline in the total number of service hours which are delivered off-site to consumers within this Head Injury Center based on regional characteristics | N/A | 100 |
| 1.2 | Following July 1, 2002, the percentage of total objectives met will reflect an increase each year from previous fiscal years, demonstrating an increase in participant's skill levels. | N/A | |
| 2.1 | Number of service hours delivered off-site annually | Actual | 1404 |
| 2.2 | Percentage of ISP objectives met for all participants during the fiscal year (total number of ISP goals that were accomplished divided by total number of ISP goals) | Actual | 82 |
| 4.1 | Consumers are satisfied with Head Injury Center services measured by the percentage of positive responses to the following question on the Consumer Satisfaction Survey: How satisfied are you with the quality of your services? (total number of responses d | 80% | 1 |
| 4.2 | Consumers are satisfied with Head Injury Center services measured by the percentage of positive responses to the following question on the Consumer Satisfaction Survey: Are your goals being met? (total number of responses divided by total number of | 80% | 1 |

**Contractor Comments:** Head injury services provided during the day, primarily skills development & assessment in a person's home and community. These head injury centers are regionally based.

## 2226a SHIP Residential Services

Contract Number 20072007170

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 20 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 20 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0.8 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0.8 |

**Contractor Comments:** Provide 24 hour residentail support services for adults with TBI. consumers have an opportunity for social and community involvement. Vocational day activity, support services,networks and numerous other meaningful and productive activities.

## *3153* Residential Supports

Contract Number 25602560300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** Provides residential services to 32 adults with mental retardation. Elements include medical services, clinical counseling, behavioral programming, housing, transportation, social and recreational activities, money management, personal living skills, training, independence, individual support services, and community intergration.

## *3163* Community Based Day Supports

Contract Number 25020500322

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 0 | 0 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:** The program delivers work preparation services, such as work activities, counseling, and art therapy in a structured behaviorally oriented environment.Individuals are adult males aged 18 to 60+ who have a dual diagnosis of mental illness/mental retardation and are incarcerated at bridgewater state hospital.

# CONCORD FAMILY & YOUTH Services, INC. (042606808)

## AMSSa — Adoption Management/Product Based Adoption

Contract Number 09950018853

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 0.8 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 0.75 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 0.75 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 0.75 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 0 |
| 2.1 | Number of children accepted for case management | Actual | 1 |
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 545 |

**Contractor Comments:**

1.1 Delays occur with legal process, trials do not occur in a timely manner or there is an appeal.
1.2 Delays typically occur due to missing paperwork, medical and school records.
1.3 Some assessments are very complicated; ambivalance by foster family or relatives expressed during process.
1.4 Same as 1.3 with the addition of language and cultural barriers.
1.5 Have not had a MAPP course in 2002.
2.2 The court system and DSS legal system have been hit with layoffs. Court dockets are full, child is having diffuculty with placement.

# Cooperative for Human Services, Inc. (042737089)

## 3153 Residential Supports

Contract Number 23802380340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number 23802380308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Cooperative Production, Inc. (042588140)

## 3153 Residential Supports

Contract Number 25402540301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 25402540314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 97 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 97 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75 | 70 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75 | 70 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 25402540342

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 35 | 35 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | n/a | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 35 | 35 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 50 | 50 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | n/a | 0 |

**Contractor Comments:** The most recent performance measures no longer use the 6 measures but use 4. As noted above item 1.3 is for both 1.2 and 1.3 combined. Item 1.5 is for item 1.5 and 1.6 combined

# Corporation for Public Management (042707044)

## 2514 Community Supervision

Contract Number 91202063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.55 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.55 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.8 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.8 |

**Contractor Comments:**

Contract Number 91212063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.6 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.6 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.7 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.7 |

**Contractor Comments:**

## *2833a* Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508519YP040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 14 | 14 |
| 2.1 | Enrollments | 20 | 20 |

**Contractor Comments:**

Contract Number 508529YP005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 21 | 21 |
| 2.1 | Enrollments | 35 | 35 |

**Contractor Comments:**

Contract Number 508529YP036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 18 | 18 |
| 2.1 | Enrollments | 15 | 15 |

**Contractor Comments:**

## *2834* Supported Work

Contract Number 408522SUP01

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 65 | 52 |
| 1.1 | Number of FY 02 Worksite Placements | 65 | 52 |
| 1.2 | Number of FY 02 Job Placements | 48 | 48 |
| 1.2 | Number of FY 02 Job Placements | 48 | 48 |
| 2.1 | FY 02 Enrollments | 140 | 140 |

| | | | |
|---|---|---|---|
| 2.1 | FY 02 Enrollments | 140 | 140 |

**Contractor Comments:**

Contract Number 408522SUP04

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 39 | 36 |
| 1.1 | Number of FY 02 Worksite Placements | 39 | 36 |
| 1.2 | Number of FY 02 Job Placements | 28 | 28 |
| 1.2 | Number of FY 02 Job Placements | 28 | 28 |
| 2.1 | FY 02 Enrollments | 65 | 65 |
| 2.1 | FY 02 Enrollments | 65 | 65 |

**Contractor Comments:**

Contract Number 408522SUP06

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 8 | 8 |
| 1.1 | Number of FY 02 Worksite Placements | 8 | 8 |
| 1.2 | Number of FY 02 Job Placements | 8 | 8 |
| 1.2 | Number of FY 02 Job Placements | 8 | 8 |
| 2.1 | FY 02 Enrollments | 10 | 10 |
| 2.1 | FY 02 Enrollments | 10 | 10 |

**Contractor Comments:**

Contract Number 408522SUP08

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 57 | 57 |
| 1.1 | Number of FY 02 Worksite Placements | 57 | 57 |

| | | | |
|---|---|---|---|
| 1.2 | Number of FY 02 Job Placements | 50 | 50 |
| 1.2 | Number of FY 02 Job Placements | 50 | 50 |
| 2.1 | FY 02 Enrollments | 75 | 75 |
| 2.1 | FY 02 Enrollments | 75 | 75 |

**Contractor Comments:**

Contract Number 408522SUP09

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 0 | 0 |
| 1.1 | Number of FY 02 Worksite Placements | 0 | 0 |
| 1.2 | Number of FY 02 Job Placements | 0 | 0 |
| 1.2 | Number of FY 02 Job Placements | 0 | 0 |
| 2.1 | FY 02 Enrollments | 10 | 10 |
| 2.1 | FY 02 Enrollments | 10 | 10 |

**Contractor Comments:**

Contract Number 40852SW0001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 17 | 15 |
| 1.1 | Number of FY 02 Worksite Placements | 17 | 15 |
| 1.2 | Number of FY 02 Job Placements | 15 | 12 |
| 1.2 | Number of FY 02 Job Placements | 15 | 12 |
| 2.1 | FY 02 Enrollments | 28 | 28 |
| 2.1 | FY 02 Enrollments | 28 | 28 |

**Contractor Comments:**

Contract Number 40852SW0006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 105 | 107 |
| 1.1 | Number of FY 02 Worksite Placements | 105 | 107 |
| 1.2 | Number of FY 02 Job Placements | 89 | 70 |
| 1.2 | Number of FY 02 Job Placements | 89 | 70 |
| 2.1 | FY 02 Enrollments | 243 | 243 |
| 2.1 | FY 02 Enrollments | 243 | 243 |

**Contractor Comments:**

# Crittenton Hastings House (042104046)

## 2833a Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508529YP002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 9 | 8 |
| 2.1 | Enrollments | 18 | 19 |

**Contractor Comments:** None

## 2901a Family Shelters

Contract Number 509220065FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 48 | 48 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 48 | 48 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 4044 | 12028 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 4044 | 12028 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.97 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.97 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** Crittenton is contracted to provide staple products for residents to prepare their own meals. In addition, Crittenton provides prepared dinners weekly.

## 2901b Transitional Housing

Contract Number 509520DEMO01

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Number of families placed into permanent housing (average 1.25 families per month) measured by the total number of placements for the fiscal year | 15 | 17 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** One unit was eliminated at the beginning of the fiscal year. Occupancy & placement goals were not changed to reflect reduction of units available.

## *2901c* Scattered Sites

Contract Number 409520sc004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 36 | 21 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.84 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** 3 units were eliminated as of January 1, 2002. Program performance goals were not changed to reflect the reduction in available units.

## *3454* FIRST Steps

Contract Number 85032807005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 155 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 155 |

| | | | |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 155 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 144 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 144 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 144 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |

**Contractor Comments:** 2.2 This is a Healthy Families Program, not First Steps.

## *3477* Child Lead Poisoning Prevention

Contract Number 72012802001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Number of presentations, trainings and educational sessions given to the targeted community | Actual | 19 |
| 2.2 | Number of people served through these presentations | Actual | 412 |
| 2.3 | Number of different informational pieces on lead poisoning prevention issues published/aired using local media outlets | 6 | 6 |

**Contractor Comments:**

Contract Number 60002136056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.08 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.08 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.08 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 29 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 29 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 29 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.83 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.83 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.83 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** 1.5 Questionnaires distributed to all enrolled parents in December.

1.6 Nine questionnaires returned to centers and subsequently mailed to OCCS.

# *Crombie Street United Church of Christ (046060693)*

## *2839/2901* Combination Shelters

Contract Number SCWEL40921100070

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 16445 | 17098 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 49335 | 83072 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100% | 1 |
| 2.4 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | NA | 0 |
| 2.5 | Provide access to kitchen facilities for guests to prepare up to 3 meals per day per family measured by the actual number of meals served | NA | 0 |
| 2.6 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1.04 |
| 2.7 | Develop and maintain a Family Life Plan for each family | 100% | 0 |

**Contractor Comments:**

# *Crossroads Family Shelter (042875592)*

## *2901a* Family Shelters

Contract Number 22426

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 100% | 1 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 100% | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 3750 | 3750 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 3750 | 3750 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.93 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.93 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

# Cutchins Programs for Children and Families, Inc. (042604427)

## 3079 Child/Adolescent Residential Services

Contract Number SCDMH12102001160

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 80% | 0.94 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 90% | 0.88 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 85% | 1 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 85% | 1 |

**Contractor Comments:**

## 3081 Clinically Intensive Residential Treatment

Contract Number SCDMH82102008032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet PSTP goals measured by percentage (number of consumers who meet or exceed fifty percent of PSTP goals during reporting period divided by total number of consumers served | 85% | 0.83 |
| 2.1 | Program measures consumer satisfaction by percentage (number of consumers who report they are satisfied with the program divided by the total number of consumers surveyed | 85% | 0.83 |
| 2.2 | Program measures family/guardian satisfaction measured by percentage (number of family members/guardians who report they are satisfied with the program divided by the total number of family members/guardians surveyed | 90% | 0 |

**Contractor Comments:** As a result of turnover, family/guardian satisfaction was not measured during fiscal year 2002. We will restart this measurement in fiscal year 2003.

# Dare Family Services, Inc. (042438910)

## 3153 Residential Supports

Contract Number 26002600332

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.83 |

**Contractor Comments:**

## AMSSa Adoption Management/Product Based Adoption

Contract Number 00092002AMS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 0.42 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 0.944 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 0.6 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 1 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 0 |
| 2.1 | Number of children accepted for case management | Actual | 19 |

| | | | |
|---|---|---|---|
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 365 |

**Contractor Comments:**

## *Delta Projects, Inc. (042584547)*

### *3153* Residential Supports

Contract Number DMRSC25202520306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.73 |

**Contractor Comments:**

Contract Number SCDMR23502350360

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.73 |

**Contractor Comments:**

Contract Number SCDMR26102610325

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.73 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number SCDMR25202520310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0.33 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100% | 0.66 |

**Contractor Comments:** Behavioral supports are being used to enable individual to transition from provider paid employment to employer paid employment. These efforts are continuing.

Contract Number SCDMR26102610326

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0.25 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100% | 0.75 |

**Contractor Comments:**

## *3176* Family Support

Contract Number SCDMR26102610335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 60% | 0.5 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 80% | 0.8 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 50% | 0.5 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 33% | 0.33 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

# Dennison Memorial Community Center, Inc. (042103806)

## CHCY — Supportive Child Care

Contract Number 52002045020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

# *Developmental Evaluation and Adjustment Facilities, Inc. (042628350)*

## *2109/2110* Personal and Vocational Adjustment Training

Contract Number SCMCB40002435547

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 1 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 0 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 0 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 0 |
| 2.2 | Number of MCB consumers served annually | >900 | 59 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 5530 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 1 |

**Contractor Comments:** Note the Deaf Blind Community Access Network (DBCAN) at DEAF inc. matched a total of 59 consumers with DBCAN Service Providers during FY '02, our first year of operation.

## *2201a* Evaluation

Contract Number SC20079001300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | N/A | 6 |

| | | | |
|---|---|---|---|
| 2.1 | Number of people served measured by unduplicated count | N/A | 6 |

**Contractor Comments:** This was a fee for service contract.

## *2201d* Job Support Services

Contract Number SCMRC200790042

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | N/A | 17 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | N/A | 17 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | N/A | 17 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 17 | 17 |

**Contractor Comments:** This was a fee for service contract.

## *2451* Independent Living (DHILS)

Contract Number SCMCD00012000051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 97 | 44 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 83 | 11 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 28 | 1 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 1700 | 764 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 70 | 70 |

| | | | |
|---|---|---|---|
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 500 | 664 |

**Contractor Comments:**

Contract Number SCMCD00012000052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 485 | 422 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 275 | 184 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 98 | 62 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 6440 | 5302 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 140 | 165 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 1800 | 1438 |

**Contractor Comments:**

Contract Number SCMCD00012000056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 97 | 98 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 83 | 67 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 28 | 12 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 1700 | 1699 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 54 | 37 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 1520 | 1464 |

**Contractor Comments:**

Contract Number SCMCD00012000058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 107 | 130 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 91 | 68 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 33 | 26 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 2186 | 1648 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 60 | 36 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 850 | 1340 |

**Contractor Comments:**

Contract Number SCMCD00012000059

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 97 | 112 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 83 | 102 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 28 | 18 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 1700 | 1908 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 60 | 92 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 850 | 3081 |

**Contractor Comments:**

# Doctor Franklin Perkins School (042103834)

## 3153 Residential Supports

Contract Number 22002200384

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 22002200385

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 50% | 0.5 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 50% | 0.5 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

## *Don Guanella Center, Inc. (042760248)*

### *3176* Family Support

Contract Number 26402640333

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 5% | 0.05 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 21% | 0.21 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0.54 |

**Contractor Comments:**

# Douglas A. Thom Clinic, Inc. (042104268)

## 3317 Early Intervention

Contract Number SCDPH36012005168

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.74 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.74 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.91 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.91 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.82 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.82 |

**Contractor Comments:**

2.1 The system which records signed IFSPs does not take into consideration the reason why an IFSP may be late. Therefore, as examples, if a child is referred but is still in the hospital, or if a family cannot be contacted, or if a family requests a delay before starting early intervention services, the IFSP will be unavoidably delayed beyond 45 days. This percentage is an educated estimate based upon incomplete information received from the DPH. It will be updated shortly.
2.2 This percentage is an educated estimate based upon incomplete information received from the DPH. It will be updated shortly.
2.3 This percentage is an educated estimate based upon incomplete information received from the DPH. It will be updated shortly.

# *Dove's Nest Day Care Center, Inc (042687172)*

*CHCX* Income Eligible Child Care

Contract Number 50009135015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 23 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 23 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 23 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** Questionnaires are viewed by OCCS only and we do not have access to this information; therefore I am unable to answer this question.

# *Dove's Nest Family Day Care System, Inc. (042984014)*

*CHCX* Income Eligible Child Care

Contract Number 50009135014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 39 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 39 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 39 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 39 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 39 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 39 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** All my questionnaires are returned directly to OCCS.
I have never received any data of information concerning the questionnaires

# DOVE, Inc (042667808)

## BWCPa — Battered Women & Children: Substance Abuse Shelter

Contract Number 00040319293

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 0 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 0 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 0 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 0 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 0 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:** Dove Inc. operates an emergency shelter to aid victims and their families of domestic violence. The agency does not provide substance abuse counseling and shelter. All program statistics are reported on schedule D-1 for Program Code BCWSa.

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 00040319293

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 5713 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 175 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 92 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 68 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 26 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 19 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 12 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 9 |

| | | | |
|---|---|---|---|
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 0 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.87 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 241 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 95 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 4 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 19 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 566 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 76 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 136 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 136 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 136 |

**Contractor Comments:** The shelter does not provide any direct non-residential assistance. The Shelter operates a Hotline Program and a Community Outreach Program to aid and educate the general public on issues concerning domestic violence

## *Dunbar Community Center, Inc. (042313311)*

### *3176* Family Support

Contract Number 21402140395

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 80% | 0.7 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.95 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 80% | 0.7 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

# *Early Childhood Centers of Greater Springfield, Inc (042545187)*

## *CHCX* Income Eligible Child Care

Contract Number 10009131035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 250 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 250 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 250 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 103 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 103 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 103 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.98 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.98 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.98 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 46 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 46 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 46 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 10400041014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 49 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 49 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 49 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 19 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 19 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 19 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 65 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 65 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 65 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 65 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 65 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 65 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.10 & 1.11 - Number and percentage represents questionnaires returned to us. The questionnaire instructed the parents to mail questionaires to OCCS Policy & Training Unit in Boston. The number and percentage of questionnaires mailed directly to OCCS is unknown

# *Early Learning Child Care, Inc. (042813958)*

## *CHCX* Income Eligible Child Care

Contract Number 50009135033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 7 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 7 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 7 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 14 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 14 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 14 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 2 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 2 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 2 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 52001045021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 19 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 19 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 19 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 8 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 8 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 8 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 19.95 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 19.95 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 19.95 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 61 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 61 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 61 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 61 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 61 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 61 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 25 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 25 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 25 |

**Contractor Comments:**

1.8 & 1.9 We were only informed of one OCCS/DSS Provider Quarterly meeting on 1/3/2002. We attended this meeting at the New Bedford area office.

1.10 46 surveys sent, only 8 returned to ELCC.

# East Boston Social Centers, Inc. (042104257)

## CHCX — Income Eligible Child Care

Contract Number 60009136039

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 68 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 68 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 68 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 68 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 68 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 68 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 68 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 68 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 68 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 62600046031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

# East Middlesex Association for Retarded Citizens, Inc. (042239964)

## 2109/2110 Personal and Vocational Adjustment Training

Contract Number MCB70002410034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 1 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 1 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 1 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 1 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 1 |
| 2.2 | Number of MCB consumers served annually | >900 | 1 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 9989 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 1 |

**Contractor Comments:** We serve 1 individual.

## 3153 Residential Supports

Contract Number 23802380318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23802380314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 20% | 0.11 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 20% | 0.08 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100% | 1 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 23002300323

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 20% | 0.2 |

| | | | |
|---|---|---|---|
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 25% | 0.25 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.95 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 0.95 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23802380372

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Easter Seals Massachusetts, Inc. (042103867)*

## *2215e* Assistive Technology and Training

Contract Number 20073006302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of people who identify Independent Living goals to be achieved through the provision of AT services and training | 100% | 1 |
| 1.2 | Percentage of people who achieve their Independent Living goals through the provision of AT services and training | 85% | 0.87 |
| 2.1 | Total number of individuals served | Actual | 119 |
| 2.2 | Number of people who receive an AT assessment | Actual | 77 |
| 2.3 | Number of people who receive AT equipment | Actual | 63 |
| 2.4 | Number of people who receive training | Actual | 99 |
| 2.5 | Total number of units (hours) provided of intake, assessment, equipment installation, training and follow-up | Negotiated | 4064.5 |
| 3.1 | Percentage of people who receive assessment within 2 weeks of referral | 85% | 0.83 |
| 3.2 | Percentage of people who have equipment installed within 30 days of ordering | 85% | 0.89 |
| 3.3 | Percentage of people who received training within 2 weeks of installation of equipment | 85% | 0.97 |
| 4.1 | Percentage of people who report overall satisfaction with AT services and training on consumer satisfaction survey | 85% | 0.95 |

**Contractor Comments:**

# eastern middlesex alcoholism services, inc. (042487658)

## 3386 Residential Treatment and Rehabilitation

Contract Number 23041802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 28.9 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 28.9 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 28.9 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 28.9 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 7.5 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 7.5 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.2 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.2 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 51.6 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 51.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 60 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 60 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 63.6 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 63.6 |

**Contractor Comments:**

# *Edward Street Day Care Center, Inc. (042133874)*

## *CHCX* Income Eligible Child Care

Contract Number SCOFC0900213CMS0

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** Organization ceased operations on November 13, 2001.

Contract Number SCOFC20002132016

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** Organization ceased operations on November 13, 2001.

## *CHCY* Supportive Child Care

Contract Number SCOFC20702042012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:** Organization ceased operations on November 13, 2001.

# Elder Services of Berkshire County Inc. (042542001)

## 8006 Home Care Purchase-of-Service

Contract Number SCELD03640206002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 0 | 129.9 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1042.91 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.97 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 1.6 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 103.25 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.78 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.99 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.96 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:** 1.2 Client Satisfaction Survey does not distinguish by Respite services or by caregiver or family member. Overall client satisfaction rate was 95.6%

0 means Not Applicable.

## *8009* Elder at Risk

Contract Number SCELD03640233201

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 1 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 1 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.83 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 10 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number SCELD03640206002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 129.9 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1047.58 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.97 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1047.58 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 1.6 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 0 | 103.25 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.78 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.99 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.96 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:** 1.2 Client Satisfaction Survey does not distinquish by Respite services or by caregiver or family member. Overall client satisfaction rate was 95.6%

0 means NA.

## *8017* Congregate Housing

Contract Number SCELD03640517032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.39 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 14 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.91 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number SCELD03640225002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 0 | 73 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 102.58 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0.78 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 1.16 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 9.5 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 22.66 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 9.41 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 4 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:** 0 means NA.

## *8042* Protective Services Care Management

Contract Number SCELD03640206002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.88 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.94 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.94 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.94 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.94 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.94 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.94 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.94 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.94 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.94 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 10 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number SCELD03640206002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.93 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 2 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 29.5 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.97 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.78 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.96 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03640206002

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.95 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 2.6 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 46.5 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.97 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.78 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.96 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# *Elder Services of Cape Cod & the Islands (042523904)*

## *8006* Home Care Purchase-of-Service

Contract Number SCELD03642206007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 95 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 99 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 48 | 48 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1419 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.93 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 3.2 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 118 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.02 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.97 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.98 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.92 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number SCELD03642233212

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.9 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.91 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.75 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.55 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 0 |

**Contractor Comments:** Performance measure for 2.4 is N/A

## *8014* Home Care Case Management

Contract Number SCELD03642206007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 98 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 49 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1421 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.94 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1421 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 118 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 103 | 128 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.99 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.97 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.98 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.92 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number SCELD03642517007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.94 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 6 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number SCELD03642225007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 1 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 1.92 | 1.92 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 98.16 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 1.7 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 14 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 16.8 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 6.75 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0.05 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number SCELD03642206007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.85 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.72 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.93 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.93 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.72 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.72 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.93 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.93 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.72 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.5 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 0 |

**Contractor Comments:** The performance measure for 2.4 is N/A.

## *8043* Managed Care/Housing

Contract Number SCELD03642206007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 96 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 1.16 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 33 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.94 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.02 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.98 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0.92 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03642ECO007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 94 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 2 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 54 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 94 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.02 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.96 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0.92 |

**Contractor Comments:**

# ELDER SERVICES OF THE MERRIMACK VALLEY (042545136)

## 3463 Men's Health Partnership

Contract Number 41141053024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 200 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 100 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 100 |

**Contractor Comments:** DIFFICULTY REACHING AFRICAN AMERICAN POPULATION.
IN MERRIMACK VALLEY TARGETING HISPANIC & SOUTH EASTERN POPULATION-TRANSLATION AND EDUCATION MAJOR ISSUES.
WORKING WITH AGENCIES SERVING MINORITY POPULATIONS ESSENTIAL.

## 8006 Home Care Purchase-of-Service

Contract Number SCELD03642206016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.89 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 233 | 19.41 |

| | | | |
|---|---|---|---|
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 2440.08 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.0098 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 3.92 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 270 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.72 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.0096 |
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.0089 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:** 1.2-THE CLIENT SATISFACTION SURVEY DATA WAS NOT BROKEN DOWN BY PROGRAM.

## *8009* Elder at Risk

Contract Number SCELD03642233205

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.98 |

| | | | |
|---|---|---|---|
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.96 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 1 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 15 |

**Contractor Comments:** 2.2 ELDER NOT HOME OR RUSED TO ANSWER THE DOOR.

## *8014* Home Care Case Management

Contract Number SCELD03642206016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.87 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 233 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 2440.08 |

| | | | |
|---|---|---|---|
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.0098 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 2663.92 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 3.92 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 270 | 22.5 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.72 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.0096 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.0087 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:** 1.2- THE CLIENT SATISFACTION SURVEY DATE WAS NOT BROKEN DOWN BY PROGRAM.

## *8017* Congregate Housing

Contract Number SCELD03642517033

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.0087 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 8 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.8964 |

**Contractor Comments:** NOTE: THERE WAS ONLY 1 CONGREGATE CASE MANAGER (VS USUAL OF 2) FROM 11/00 TO 5/01.
4.1 THE QUALITY DEPARTMENT IS IN THE PROCESS OF FINALIZING THE SURVEY.

## *8025* Coordination of Care

Contract Number SCELD03641226016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 0 | 27 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 0 | 8 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 324.58 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 100 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 13.83 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 26.58 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 58.75 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 47.17 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0.9 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:** 2.3/2.4/2.5 WE DO NOT HAVE A CONTRACT TO DO SCREENINGS FOR THESE PROGRAMS.
4/1 THE QUALITY DEPARTMENT IS IN THE PROCESS OF FINALIZING THE SURVEY TO BE DISTRIBUTED TO CLIENTS THIS FALL.

## *8042* Protective Services Care Management

Contract Number SCELD0362206016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.98 |

| | | | |
|---|---|---|---|
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.2 | | Actual | 1 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.97 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 15 |

**Contractor Comments:** 2.1 ELDER NOT HOME DURING THE VISIT OR NOT ANSWERING THE DOOR.
2.3 SOME CASES WERE PENDING TO GATHER MOR INFORMATION.

## *8043* Managed Care/Housing

Contract Number SCELD03642206016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.95 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 0 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 75.83 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.0098 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.89 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:** 4.1 THE QUALITY DEPARTMENT IS IN THE PROCESS OF FINALIZING THE SURVEY.

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03641ECOO16

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.94 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 0 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 101 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.98 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.0089 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:** 4.1 WE DO NOT BREAK DOWN THIS DATA BY PROGRAM.

# *Elder Services of Worcester Area, Inc. (042545221)*

## *8006* Home Care Purchase-of-Service

Contract Number SCELD03641206027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 123 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 94 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 2192 | 2191 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 2167 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 0 | 0 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 0 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | 105% | 0.67 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.67 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.98 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.94 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number SMELD03641233214

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 98 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 98 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 95 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 16 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number SCELD03641206027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 123 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | Actual | 0.94 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | 2167 | 2167 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 2281 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.93 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | 0 | 0 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 0 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 105% | 0.67 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.67 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.98 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.98 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number SCELD03641517027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.52 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 9 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number SCELD03641225027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 24 | 4 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 7 | 36 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 282 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 67 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 6 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 1 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 3 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 5 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 28 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 49 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 79 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 8 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## 8042 Protective Services Care Management

Contract Number SCELD03641206027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 95 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 100 |
| 2.2 | | Actual | 98 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 92 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 16 |

**Contractor Comments:**

## 8043 Managed Care/Housing

Contract Number SCELD03641206027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 42 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 4 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 45 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.93 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.67 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.94 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03641ECO027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 57 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 2 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 59 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 93 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.67 |

| | | | |
|---|---|---|---|
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.94 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# Eliot Community Human Services, Inc. (042316924)

## 2501 Secure Detention

Contract Number 92802030097

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Intakes successfully transition to the next placement or court measured by percentage (number of intakes that successfully transition divided by number of intakes) | 100% | 1 |

**Contractor Comments:**

## 2502 Assessment Programs

Contract Number 92192990205

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 5% | 0.04 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program divided by the total number of admissions | 90% | 0.87 |
| 1.3 | Program completes assessments on all program participants as measured by total number of assessments delivered divided by total number of admissions minus non-applicable participants | 100% | 1 |

**Contractor Comments:**

Contract Number 95022000001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 5% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program divided by the total number of admissions | 90% | 0.91 |

| | | | |
|---|---|---|---|
| 1.3 | Program completes assessments on all program participants as measured by total number of assessments delivered divided by total number of admissions minus non-applicable participants | 100% | 0 |

**Contractor Comments:** THE PROGRAM DOES NOT DO ASSESSMENTS

ONE RESIDENT WAS PSYCHIATRICALLY HOSPITALIZED AND DID NOT RETURN TO THE PROGRAM AND ONE RESIDENT WAS REVOCATED TO THE ADULT SYSTEM

## *2503* Group Care

Contract Number 92102100395

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.09 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.95 |

**Contractor Comments:** Program # 32 was closed during the year therefore this information is only for program #25

Contract Number 92942990206

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 1 |

**Contractor Comments:**

Contract Number 94172060196

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.915 |

**Contractor Comments:**

## *2518* Boot Camp

Contract Number 95122040197

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.02 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.9 |
| 1.3 | Percentage of program graduates who complete 100% of the program curricula within 90 days | 90% | 0.85 |

**Contractor Comments:** 8 residents completed in 112 days

## *3034* Community Support Clubhouse

Contract Number 43102004028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 70% | 0.76 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 18 | 18 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 15 | 13 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 20 | 26 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 17 | 12 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 43102004086

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 64% | 0.51 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 17% | 0.21 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 43% | 1 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 66% | 0.91 |

**Contractor Comments:** 1.1 Program expansion - opened new 9 bed program in 3/02 and client movement

## 3068 Day Services (children & adolescents)

Contract Number 43102004032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 75% | 0.875 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 0 | 0 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 0 | 0 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 60% | 0.08 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 0 | 0 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 60 | 60 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 0 | 0 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 25 | 24 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 9 | 8 |

**Contractor Comments:** only 2 parents responded to the survey

## *3153* Residential Supports

Contract Number 26802680304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.5 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 26802680367

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85 | 85 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85 | 85 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 70 | 70 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 70 | 70 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 30 | 30 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 30 | 30 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26802680367

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 35 | 33 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 20 | 24 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 20 | 41 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26802680313

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.9 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.9 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.9 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.9 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** 4. Surveys were sent and collected, however as of this submission information has not been submitted to DMR

## *RESC* Commonworks

Contract Number 00092002RES

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of youth placed in Commonworks Program who attain a moderate or better rating on overall progress toward treatment plan goals will be maintained at a rating of 70% or better | 70% | 0.75 |
| 1.2 | Percentage of youths served by Commonworks program with family involvement in treatment as measured by the total # of youth for whom there was family involvement divided by the total # of youth for whom family involvement is not clinically contraindicate | 80% | 0.88 |
| 1.3 | Percentage of youths served by Commonworks Program who achieve a moderate or better rating on academic progress on educational goals in treatment plan will be maintained at a rating of 70% or better | 70% | 0.85 |
| 1.4 | Compliance relative to development of quarterly treatment progress reviews for youth within the Commonworks Program will be maintained at a rating of 90% or better as measured by the # of youth for whom treatment progress reviews are completed divided by | 90% | 0.88 |
| 2.1 | Percentage of youth served by the Commonworks Program who experienced an interruption in service due to AWOL will be maintained at a rating of 5% or less as measured by the # of youth experiencing an interruption in service of more than 30 days divided b | 5% | 0.03 |
| 2.2 | Percentage of youth discharged from Commonworks Program who do not re-enter residential network care will be maintained at a rating of 7% or less as measured by the # of youth discharged in accordance with a treatment planning decision who do not re-ente | 7% | 0.05 |
| 2.3 | Overall average length of stay of youth in Commonworks Program (placement only) will be maintained at 360 Days or less. Note: Lengths of stay are based on duration of time youth are in Commonworks residential care | 360 Days | 305 |
| 2.4 | Percentage of moves to less restrictive levels of care for yout served in the Commonworks Program will not be less than 90% as measured by the number of youth moving to less restrivctive levels of care divided by the total number of youth moving to a new | 90% | 0.93 |

**Contractor Comments:** these measurements are for both programs, 38 and 39 and the actual figures are averaged for the two. Program 43 is a temporary service and no information was collected.

## *RESGa* Bridge Home

Contract Number 00040219090

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 100 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 10 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 80 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 37 |

**Contractor Comments:** 2.1 no medicaid, just masshealth

Contract Number 00050218561

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 31.5 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 90 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 5 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 75 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 100 |
| 2.2 | Number of hours of training received by each staff. | actual | 235 |

**Contractor Comments:**

Contract Number 00060219375

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 0 |

**Contractor Comments:** this was a start up program and had no children in this fiscal year.

Contract Number 0030219209

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 99 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 50 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 100 |
| 2.2 | Number of hours of training received by each staff. | actual | 32 |

**Contractor Comments:**

Contract Number 0040219090

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 100 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 36 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 1 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 37 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 100 |
| 2.2 | Number of hours of training received by each staff. | actual | 34 |

**Contractor Comments:**

Contract Number 0050118926

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 2 |

| | | | |
|---|---|---|---|
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 95 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 62 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 100 |
| 2.2 | Number of hours of training received by each staff. | actual | 44 |

**Contractor Comments:**

## *Elizabeth Freeman Center Inc (042584551)*

### *3361* Sexual Assault Prevention and Survivor Services

Contract Number 34012801007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 0.95 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 0.95 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

### *BWCPb* Battered Women and Children:Substance Abuse Shelter (McKinney ESG)

Contract Number 09950218576

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter beds occupied--give # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual number of days for the month | Actual | 0 |
| 1.10 | Percentage of families receiving support services measured by number of families receiving support services (divided number of families in shelter) | 100% | 0.42 |
| 1.11 | Number of children receiving children's services measured by actual number of children receiving children's services | Actual | 0 |
| 1.12 | Percentage of children receiving children's services measured by number of children receiving children's services divide number of children in shelter/safe home | 100% | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter beds occupied measured by the number of bed days divided by capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away divided by # of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 0 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by number of families in shelter | 100% | 0 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 0 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter | 100% | 0 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 63 |
| 2.1 | Number of families reporting at time of exit that they were helped during their stay in the shelter measured by actual number of families reproting that they were helped during their stay in the shelter/safe home | Actual | 0 |
| 2.2 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter measured by number of families reproting they were helped divided by the number of families exiting shelter | Actual | 0 |
| 2.3 | Number of families who receive follow-up contact 3 months after leaving the shelter measured by the actual number of families contacted | Actual | 0 |
| 2.4 | Percentage of families who receive follow-up contact 3 months after leaving the shelter measured by number of families contacted ina given month (who left 3 months prior) divided by # of families who left the shelter during the entire month 3 months prio | Actual | 0 |
| 2.5 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.6 | Percentage of families who receive follow-up contact 6 months after leaving the shelter measured by number of families contacted in a given month (who left 6months prior) divided by # of families who left the shelter during the entire month 6 months prio | Actual | 0 |
| 3.1 | Number of families receiving community (non-residential) services measured by actual number of families receiving community services | Actual | 0 |
| 3.2 | Percentage of families receiving community (non-residential) services measured by number of families receiving community services divided by the number of families seerved in both shelter and outside community | Actual | 0 |
| 3.3 | Number of trainings conducted measured by actual number of trainings conducted | Actual | 40 |
| 3.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 4.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 0 |
| 4.2 | Percentage of staff who speak multiple languages measured by number of staff who speak multiple languages divided by total number of staff | Actual | 0 |

**Contractor Comments:** This is a shelter based program which offers battered women in our shelter a lifeskills program called Personnel Economic Planning. The program offers budgeting, job skills assessment and parenting.

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 00001021930

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 6268 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 49 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 62 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0.49 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 42 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.33 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 30 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0.23 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 1278 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.72 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 1 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 95 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 6 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.19 |

| | | | |
|---|---|---|---|
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 195 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.6 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 127 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 127 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 127 |

**Contractor Comments:**

Contract Number 09950200110

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 518 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 18 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 20 |

| | | | |
|---|---|---|---|
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0.87 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 4 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.17 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 2 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0.11 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 0 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.15 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 0 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 2 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.33 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 23 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 23 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 23 |

**Contractor Comments:** program provides a 1-14 day stay for battered women and their children. No community or training programs are provided. Women needing these services are referred to our comprehensive battered woman's program.

# *Elizabeth Peabody House Association, Inc. (042104827)*

## *CHCX* Income Eligible Child Care

Contract Number 40009134032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 84 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 84 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 84 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 84 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 84 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 84 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# *Elizabeth Stone House, Inc. (510192418)*

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 0006-01-19215

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 4193 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 17 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 43 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 1 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 43 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 1 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 43 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 313 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.93 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0.7 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 24 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 6 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.35 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 1200 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.95 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 43 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 43 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 43 |

**Contractor Comments:**

## *BWCSc* Battered Women & Children: Transition to Independent Living

Contract Number 0006-01-19215

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of TIL housing beds occupied--given # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual # of bed days for the month | Actual | 12488 |
| 1.2 | Percentage of TIL housing beds occupied measured by the # of bed days divided by the capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 1 |
| 2.1 | Number of families requesting TIL services who are turned away due to lack of space measured by the actual number of families turned away | Actual | 312 |
| 2.2 | Percentage of familes requesting TIL services who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by the number of families requesting TIL services | Actual | 0.73 |
| 3.1 | Number of families receiving educational/vocational services measured by the actual number of families receiving deucational/vacational services | Actual | 44 |
| 3.2 | Percentage of families receiving educational/vocational services measured by the number of families receiving educational/vocational serviced divided by number of families in program | 100% | 1 |
| 3.3 | Number of families receiving advocacy services measured by the actual number of families receiving advocacy services | Actual | 44 |
| 3.4 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in program | 100% | 1 |
| 3.5 | Number of families receiving support services measured by the number of families receiving support services | Actual | 44 |
| 3.6 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in program | 100% | 1 |
| 3.7 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 76 |
| 3.8 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by the number of children in program | 100% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Number of families reporting at time of exit that they were helped during their participation in the program measured by the actual number of families reporting that they were helped during their participation in program | Actual | 76 |
| 4.2 | Percentage of families reporting at time of exit that they were helped during their participation in the program measured by the number of families reporting they were helped divided by the number of families exiting program | Actual | 1 |
| 4.3 | Number of families who receive follow-up contact 3 months after leaving the program measured by the actual number of families contacted | Actual | 76 |
| 4.4 | Percentage of families who receive follow-up contact 3 months after leaving the program measured by the # of families contacted in a given month (left program 3 mohths prior to contact) divided by # of families who left program during the entire month 3 | Actual | 1 |
| 4.5 | Number of families who receive follow-up contact 6 months after leaving the program measured by the actual number of families contacted | Actual | 76 |
| 4.6 | Percentage of families who receive follow-up contact 6 months after leaving the program measured by the # of families contacted in a given month (left program 6 mohths prior to contact) divided by # of families who left program during the entire month 6 | Actual | 1 |
| 5.1 | Number of families receiving community (non-residential) services measured by the actual number of families receiving community services | Actual | 313 |
| 5.2 | Percentage of fvailies receiving community (non-residential) services measured by the number of families receiving community services divided by the number of families served in both program and outside community | Actual | 0.69 |
| 5.3 | Number of trainings conducted measured by the actual number of trainings conducted | Actual | 24 |
| 5.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 5.5 | Number of staff who speak multiple languages measured by the actual number of staff who speak multiple languages | Actual | 6 |
| 5.6 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.35 |

**Contractor Comments:**

# *Ellis Memorial & Eldredge House, Inc. (042104168)*

*CHCX* Income Eligible Child Care

Contract Number 60009136023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 65 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 65 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 65 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 31.75 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 31.75 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 31.75 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 27.75 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 27.75 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 27.75 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.86 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.86 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.86 |

**Contractor Comments:** Since you can only enter one set of data per MMARS Code;(per OSD on-line help 9/11/02), the above data is an average of our four UFR programs under the MMARS Program CHCX.

## *CHCY* Supportive Child Care

Contract Number 62401046016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5.5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5.5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5.5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 8.8 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 8.8 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 8.8 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 86 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 86 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 86 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5.6 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5.6 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5.6 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11.5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 98 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 98 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 98 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11.5 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11.5 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11.5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 98 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 98 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 98 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** Since you can only enter one set of data per MMARS Code; (per OSD on-line help 9/11/02), the above data is an average of our four UFR programs under the MMARS Program Code CHCY.

# Emmaus, Inc. (222702774)

## 2839 Individual Shelters

Contract Number 40921100053

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 9855 | 9855 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 9855 | 9855 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 19710 | 19710 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 19710 | 19710 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100 | 100 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100 | 100 |

**Contractor Comments:**

## 2901a Family Shelters

Contract Number 509220015FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 20 | 27 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 20 | 27 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 4015 | 4015 |

| | | | |
|---|---|---|---|
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 4015 | 4015 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.95 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.95 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 33302003213

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 98 | 100 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 5 | 7 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 4 | 4 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100 | 100 |

**Contractor Comments:**

## *3053* Social Club

Contract Number 33302003087

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 45 | 100 |

| | | | |
|---|---|---|---|
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 90 | 100 |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | 90 | 100 |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | 90 | 100 |
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | 90 | 100 |

**Contractor Comments:**

# *Employment Links, Inc. (043497609)*

## *2868* Service Delivery Areas (SDA)

Contract Number 60853sda117

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Positive Skill Training/Education Outcomes | 23 | 23 |
| 1.1 | Positive Skill Training/Education Outcomes | 23 | 23 |
| 2.1 | Number of Enrollments | 39 | 39 |
| 2.1 | Number of Enrollments | 39 | 39 |
| 3.1a | Cost per skills training/education enrollment | $1,755.00 | 1755 |
| 3.1a | Cost per skills training/education enrollment | $1,755.00 | 1755 |
| 3.1b | Cost per skills training/education outcome | $1,560.00 | 1560 |
| 3.1b | Cost per skills training/education outcome | $1,560.00 | 1560 |

**Contractor Comments:**

# *Employment Options, Inc (237089596)*

## *3034* Community Support Clubhouse

Contract Number SCDMH43201004042

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 40 | 49 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 62 | 39 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 30 | 21 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 40 | 19 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 30 | 21 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number SCDMH43201004092

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 0 | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 0 | 1 |

**Contractor Comments:**

## *Employment Resources, Inc (042818828)*

### *2868* Service Delivery Areas (SDA)

Contract Number 60853sda008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Positive Skill Training/Education Outcomes | 40 | 40 |
| 1.1 | Positive Skill Training/Education Outcomes | 40 | 40 |
| 2.1 | Number of Enrollments | 83 | 81 |
| 2.1 | Number of Enrollments | 83 | 81 |
| 3.1a | Cost per skills training/education enrollment | $1,755.00 | 2092 |
| 3.1a | Cost per skills training/education enrollment | $1,755.00 | 2092 |
| 3.1b | Cost per skills training/education outcome | $1,560.00 | 1502 |
| 3.1b | Cost per skills training/education outcome | $1,560.00 | 1502 |

**Contractor Comments:**

# ENABLE, INC. (042734184)

## 2201a Evaluation

Contract Number 20072004269

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 100% | 1 |
| 2.1 | Number of people served measured by unduplicated count | 20-30 | 64 |

**Contractor Comments:**

## 2201b Work Adjustment Training

Contract Number 20072004269

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 30 | 0.6 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 100% | 1 |
| 2.1 | Number of individuals served measured by unduplicated count | 50-70 | 70 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 30 | 39 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 14-20 | 22 |

**Contractor Comments:**

## 2201d Job Support Services

Contract Number 20072004269

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 10 | 15 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 100% | 1 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 20 | 22 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 10 | 18 |

**Contractor Comments:**

## *2215d* Independent Living Centers: Turning 22

Contract Number 20072009500

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are able to live more independently as a result of peer counseling and skills training services measured by percentage responding that they learned independent living skills by the consumer satisfaction survey | Actual | 0.9 |
| 1.2 | Consumers are supported to make their own decisions and choices measured by percentage responding that they were supported in consumer choice/consumer control | Actual | 0.9 |
| 2.1 | Number of units of skills training/peer counseling services | Actual | 2064 |
| 2.2 | Number of persons receiving peer counseling and skills training | Actual | 12 |
| 3.1 | Cost of services per year per consumer (total expenditures for the fiscal year divided by the average number of consumers in the program during the year) | Actual | 8386 |
| 4.1 | Consumers are satisfied with overall TAP services measured by percentage (number of consumer respondents divided by the number of consumers who are satisfied measured by the consumer satisfaction survey) | 60% | 0.9 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26702670324

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005169

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.9 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.9 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.2 |

| | | | |
|---|---|---|---|
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.2 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.85 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.85 |

**Contractor Comments:**

## *CHCa* Court Based child Care

Contract Number 40040244004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are linked to the social, medical, child care and other services they need measured by the percentage of children who are informally screened for medical and health services | Actual | 100 |
| 1.1b | Of the percentage of children identified in 1.1a, report the percentage of children that are referred for medical or health services | Actual | 17.65 |
| 1.2 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that are referred to social service agencies | Actual | 35.29 |
| 1.3 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that request and are provided with information and resources that address parenting issues | Actual | 100 |
| 1.4a | Families are linked to the social, medical, child care and other services they need measured by the percentage of families informally screened for behavioral problems or developmental delays | Actual | 100 |
| 1.4b | Of the percentage of children identified in 1.4a, where the need for additional services (Early Intervention, WIC, etc) is identified, report the percentage of children that are referred. | Actual | 100 |
| 1.5 | Families are respected and engaged as partners in meeting their children’s needs measured by the percentage of families that are provided family satisfaction questionnaires upon leaving child care services or participate in exit interviews or focus group | Actual | 50 |
| 1.6 | The functioning of the courts improves and increases in efficiency measured by the number of questionnaires completed and returned by court personnel who work with children and families that reflect satisfaction with the services provided. | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.7 | Continuity of care is arranged for children and families needing childcare services measured by the percentage of families referred for child care services that result in services being received. | Actual | 60 |

**Contractor Comments:**

Contract Number 50050245003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are linked to the social, medical, child care and other services they need measured by the percentage of children who are informally screened for medical and health services | Actual | 100 |
| 1.1b | Of the percentage of children identified in 1.1a, report the percentage of children that are referred for medical or health services | Actual | 0 |
| 1.2 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that are referred to social service agencies | Actual | 0 |
| 1.3 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that request and are provided with information and resources that address parenting issues | Actual | 100 |
| 1.4a | Families are linked to the social, medical, child care and other services they need measured by the percentage of families informally screened for behavioral problems or developmental delays | Actual | 100 |
| 1.4b | Of the percentage of children identified in 1.4a, where the need for additional services (Early Intervention, WIC, etc) is identified, report the percentage of children that are referred. | Actual | 100 |
| 1.5 | Families are respected and engaged as partners in meeting their children's needs measured by the percentage of families that are provided family satisfaction questionnaires upon leaving child care services or participate in exit interviews or focus group | Actual | 100 |
| 1.6 | The functioning of the courts improves and increases in efficiency measured by the number of questionnaires completed and returned by court personnel who work with children and families that reflect satisfaction with the services provided. | Actual | 0 |
| 1.7 | Continuity of care is arranged for children and families needing childcare services measured by the percentage of families referred for child care services that result in services being received. | Actual | 100 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 40009134034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.67 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.67 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.67 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 107 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 107 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 107 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 107 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 107 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 107 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** 1.5a and 1.5b are same as I.6a and I.6b. We are unable to measure I.6a and I.6b as questionnaires are mailed directly to OCCS by the parent.

Contract Number 50002135005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 29 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 29 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 29 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 29 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 29 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 29 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** 1.5a and 1.5b are same as 1.6a and 1.6b. We are unable to measure 1.6a and 1.6b as questionnaires are mailed directly to OCCS by the parent.

## *CHCY* Supportive Child Care

Contract Number 41600044031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 6.34 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 6.34 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 6.34 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 19 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 19 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 19 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 95 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 95 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 95 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 19 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 19 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 19 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 95 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 95 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 95 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

Contract Number 4502044027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 55 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 55 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 55 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10.62 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10.62 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10.62 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 77 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 77 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 77 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 81 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 81 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 81 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 78 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 78 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 78 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 82 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 82 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 82 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

Contract Number 51700045004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 3 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 3 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 3 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 9.66 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 9.66 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 9.66 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 67 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 67 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 67 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 4 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 4 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 4 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 67 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 67 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 67 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

Contract Number 51800045011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 21 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5.38 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5.38 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5.38 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 29 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 29 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 29 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 93 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 93 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 93 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 90 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 90 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 90 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# *Esther R. Sanger Center for Compassion (042798929)*

## *2901/2906* Transitional Housing-Foundations-Grant

Contract Number SCWEL509220016FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1.07 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 Mary Martha Learning Center provides support for housing search activities, as required. Another agency handles actual placement of families in permanent housing.

## *2901a* Family Shelters

Contract Number SCWEL509220016FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 8870 | 10524 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 8870 | 10524 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1.07 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1.07 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

2.1 Mary Martha Learning Center provides support for housing search activities, as required. Another agency handles actual placement of families in permanent housing. Placement data is not required or collected for this program. Per instructions, "0" has been entered instead of N/A.

2.2 Provided access to kitchen facilities for guests to prepare up to three meals per day, as per contract.

# Evergreen Center, Inc. (042753469)

## 3153 Residential Supports

Contract Number 22402240310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26002600373

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 26602660319

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26602660319

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 25% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 50% | 0.75 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 25% | 0.25 |

**Contractor Comments:** 1.1, 1.2, & 1.3 N/A

# *Expanded Horizon, Ltd. (050508655)*

## *CHCX* Income Eligible Child Care

Contract Number 517000450tr

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 90 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 90 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 90 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** 1.4b Lanugage barier somtimes requires interpreter
1.5a Some questionaires are returned directly to OCCS

## *CHCY* Supportive Child Care

Contract Number 517000450tr

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 90 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 90 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 90 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 90 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 90 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 90 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 75 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 75 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 75 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

1.1 5% of slots take more time to fill
1.10 some questionaires are returned directly to OCCS
1.11 Some questionaires are returned directly to OCCS
1.2 5% of slots take more time to fill
1.6 DSS workers are transferred frequently and somewhat difficult to contact

# *Family Continuity Program, Inc. dba FCP, Inc (042867023)*

## *2504* Foster Care

Contract Number 92211200403

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Long term youth either attend school or maintain employment measured by percentage (number of youths attending school or working divided by the number of youth served in the program) | 100% | 1 |
| 1.2 | Youth successfully complete stay measured by percentage (number of youths completing stay divided by the number of youths served in the program) | 50% | 0 |

**Contractor Comments:** There was one client in the program and the client did not successfully complete the stay

## *3049* Adult Residential Services

Contract Number 33402003244

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80 | 56 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 10 | 89 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 10 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 100 |

**Contractor Comments:** The zero in 1.3 was the actual number

Contract Number 53502005125

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80 | 4 |

| | | | |
|---|---|---|---|
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 10 | 4 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 20 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 100 |

**Contractor Comments:** The zero in 1.3 is the actual number

## *3065* Community and School Support

Contract Number 33202003074

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 90 | 100 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 52 | 500 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 25 | 16 |

**Contractor Comments:** All the fields with a zero are not aplicable to this contract

## *3066* Individual & Family Flexible Support Srvs

Contract Number 33102003023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 75 | 83 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 75 | 83 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 40 | 156 |

**Contractor Comments:**

Contract Number 33202003074

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 95 | 77 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 98 | 100 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 30 | 57 |

**Contractor Comments:**

Contract Number 33502003024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 75 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 75 | 62 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 40 | 93 |

**Contractor Comments:** The zero in 1.1 is the actual number

Contract Number 53502005069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 94 | 20 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 96 | 24 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 32 | 24 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number 32102003163

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90 | 72 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 100 | 40 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 80 | 94 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 80 | 73 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 25702570412

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 50 | 100 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

# *Family Day Care Program, Inc (042761633)*

## *CHCX* Income Eligible Child Care

Contract Number 60002136032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 88 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 88 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 88 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 139 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 139 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 139 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 32 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 32 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 32 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 62300046011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 60 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 60 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 60 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 14 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 14 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 14 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 33 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 33 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 33 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 55 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 55 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 55 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 21 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 21 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 21 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 38 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 38 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 38 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# Family Service Association of Greater Fall River, Inc. (042104058)

## 3177 Individual Support

Contract Number 25502550308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Summary results to be mailed to area office annually.

## 8010 Guardianship/Conservatorship

Contract Number 03642210075

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services Guardianship clients (open cases) are evaluated in a timely manner (at least monthly) consisentt with standards measured by percentage (total # of open cases that received all required monthly visits divided | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases closed wihtin 120 days after the death of a client (total # of cases closed within 120 days of the death of a client divided by total # of cases closed in the fiscal year due to the death of a client) | Actual | 1 |
| 2.2 | % of cases in where the annual accounting is made to the court on time (total # of cases where the annual accounting was made to the Court on time divided by the total # of cases which required an annual accounting to the court during the fiscal year | Actual | 1 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 0900213CMS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 4 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 4 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 4 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 4 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 4 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 4 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** I used UFR program code 005 instead of 5, because the D-1 program would not allow me to submit more than 1 D-1 for each UFR program. This D-1 actually pertains to UFR program cose 5.

1.5a and 1.6a reflect the number of surveys sent to parents of children who receive services in our program.

1.5b and 1.6b reflect the percentage of parents who receive the survey sent by our program.

Contract Number 5002135021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 80 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 80 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 80 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 95 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 95 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 95 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 95 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 95 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 95 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** 1.5a and 1.6a reflect the number of surveys sent out to the parents of children served in our program.

1.5b and 1.6b reflect the percentage of parents who receive the survey sent by our program.

## *CHCY* Supportive Child Care

Contract Number 51902045018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 21 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 21 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 21 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

I used the UFR program code 05 instead of 5, because the D-1 program would not allow me to submut more than 1 D-1 for each program. This D-1 actually pertains to UFR program 5.

Expanation for 1.1,1.2,&1.3: Appointments are made with clients as soon as there is an opening. The majority of clients either don't show or keep rescheduling the appointment. Sometimes telephone numbers have been disconnected and it takes time for DSS to get in touch with the client. All this impacts the time it takes to fill a slot. DSS is aware or the ongoing problem. A log is kept on all referrals which notes when contact was made with the client and all communications, until the intake is completed.

Expenation for 1.10 & 1.11: There is no way to know the percentage of parent satisfaction because all questionaires are directed to OCCS and we never see them.

# *Family Service Organization of Worcester, Inc. (042103767)*

## *2320* Child Care Resource and Referral (CCR&R)

Contract Number 72001147202

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 0 |
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 0 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 1091 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 1091 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 0 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 0 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 0 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 0 |
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 0 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 0 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 0 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 0 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 0 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 0 | 0 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 0 | 0 |

**Contractor Comments:** Questions 1.1, 2.1b, 2.1c, 3.1a, 3.1b, 3.1c, 3.1d are appropriate to voucher programs, Child Care Connections is not a voucher program.

# *Fellowship Health Resources, Inc. (050373414)*

## *3034* Community Support Clubhouse

Contract Number 53501005040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 20 | 25 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 10 | 7 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 30 | 21 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 20 | 28 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 10 | 9 |

**Contractor Comments:**

Contract Number 53501005051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 30 | 43 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 28 | 22 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 30 | 27 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 35 | 24 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 25 | 27 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 53101005120

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 30 | 34 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 4.9 | 11 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 2.1 | 9 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85 | 99 |

**Contractor Comments:**

Contract Number 53301005100

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 30 | 25 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 13 | 11 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 13 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85 | 99 |

**Contractor Comments:**

Contract Number 53501005121

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 25 | 64 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3.6 | 26 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 3.6 | 0.01 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85 | 95 |

**Contractor Comments:**

Contract Number 53502005122

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 25 | 100 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3.6 | 55 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 3.6 | 11 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85 | 100 |

**Contractor Comments:**

# *Fenway Community Health Center, Inc. (042510564)*

## *3328* AIDS Minority Capacity Development

Contract Number DPH49332802003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 0 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 0 |
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 0 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number DPH49302802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number DPH49352802018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 0 |

| | | | |
|---|---|---|---|
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 0 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 0 |

**Contractor Comments:**

Contract Number DPH49352802072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 0 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 0 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 0 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number DPH23012802030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3460* STD/TB Preventive Clinical Services

Contract Number DPH49252042076

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of individuals receiving treatment according to established CDC guidelines for all patients eligible for TB treatment measured by percentage (unduplicated count of all patients eligible for TB treatment ( number of patients receiving according | 100% | 0 |
| 1.2 | Percentage of timely clinical evaluations of high risk (as defined in contract) persons measured by percentage (number of high risk persons clinically evaluated within 4 weeks ( number of high risks persons eligible for service) | 95% | 0 |
| 2.1 | Percentage of required quarterly conferences with case managers and other appropriate providers to review care plans for TB treatment completion | 100% | 0 |
| 2.2 | Number of letters of agreement with local boards of health who provide case management services and routinely refer patients to TB clinics | 0 | 0 |
| 2.3 | Number of primary and repeat visits (unduplicated count for the fiscal year) -STD | 0 | 0 |
| 2.4 | Percentage of primary visits that involve a complete STD exam (Number of primary visits ( Number of syphilis, gc and chlamydia tests performed (unduplicated count) | 100% | 0 |
| 2.5 | Number of referrals (unduplicated count for the fiscal year) -STD | 0 | 0 |
| 2.6 | Total number of reported monthly outreach contacts to provider/community agencies as indicated on the monthly activity report (unduplicated count for the fiscal year)- STD | 0 | 0 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number DPH29042087053

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 0 |

**Contractor Comments:**

# Fidelity House, Inc. (042499679)

## 3153 Residential Supports

Contract Number 23202320321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3176 Family Support

Contract Number 23002300381

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 23202320347

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23202320346

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# FOR Community Services, Inc. (046190469)

## 2201c Skills Training

Contract Number 20072004205

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 20 | 17 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 25 | 22 |
| 2.1 | Total number of individuals served measured by unduplicated count | 30 | 27 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 65 | 57 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 25 | 22 |

**Contractor Comments:**

## 2201d Job Support Services

Contract Number 20072004205

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 20 | 19 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 20 | 19 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 20 | 19 |

| | | | |
|---|---|---|---|
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 20 | 19 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number 20072031022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 20 | 15 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 10 | 8 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 25 | 28 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 30 | 28 |
| 2.1 | Number of individuals served (unduplicated count) | 30 | 28 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 45 | 53 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 10 | 7 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 25 | 24 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 20 | 17 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 20 | 20 |
| 4.4 | Number of individuals that are referred out for placement services | 17 | 17 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 21502150310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 30 | 30 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 30 | 30 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 21502150310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 80 | 80 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 25 | 25 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 2 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 40 | 53 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 60 | 47 |

**Contractor Comments:**

## *Franklin County Dial Self, Inc. (042619617)*

### *RESGa* Bridge Home

Contract Number 10200217124

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 0 |

**Contractor Comments:** NOT APPLICABLE TO THIS PROGRAM.

# *Franklin County Home Care Corporation (042542539)*

## *3436* Breast Cancer Initiative

Contract Number 340721G7199

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 1 |

**Contractor Comments:**

## *3463* Men's Health Partnership

Contract Number 41142123035-01

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 528 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 72 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 1 |

**Contractor Comments:**

## *8006* Home Care Purchase-of-Service

Contract Number 03641206010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.96 |

| | | | |
|---|---|---|---|
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 1 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | ACTUAL | 46 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 522 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 1 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 1 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 53 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.96 |
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 1 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number SCELD03642233202

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.93 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.87 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.86 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 3 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03641206010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 1 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 46 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 542 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.92 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 546 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 1 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 48 | 53 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.96 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03641517010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.79 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 10 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.93 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number SCELD03641225010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 9 | 3 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 7 | 30 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 55 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 1.05 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 2 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0.5 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 6 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 13 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 3 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 036422060

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.84 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.88 |

| | | | |
|---|---|---|---|
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.88 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.86 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 3 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03641206010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.94 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 1 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 14 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.92 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |

| | | | |
|---|---|---|---|
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03641EC0010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.96 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 2 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 31 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.92 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 1 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# *Friends of The Homeless, Inc. (222786732)*

## *2839* Individual Shelters

Contract Number SCWEL40922100200

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 15678 | 26415 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 15678 | 26415 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 31526 | 52830 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 31526 | 52830 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 17520 | 3934 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 17520 | 3934 |

**Contractor Comments:**

# GAAMHA Inc. (042437107)

## 3168 Employment Services

Contract Number 21202120302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 43% | 0.42 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 28.5% | 0.29 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 28.5% | 0.29 |

**Contractor Comments:** 1.4 There were no consumers who were unpaid or in transition.

1.2 & 1.5 are to be entered as "0" to be accepted. "N/A"

Contract Number 22102210323

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 39% | 0.51 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 40% | 0.26 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0.01 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 21% | 0.22 |

**Contractor Comments:** 1.2 & 1.5 are to be "0" to be accepted. "N/A".

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.29 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.29 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.29 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.29 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.11 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.11 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.84 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.84 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.21 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.21 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.41 |

| | | | |
|---|---|---|---|
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.41 |

**Contractor Comments:** 2.2 The referrals made to our program have not included non-english speaking clients.

## *3392* Supportive Housing

Contract Number 23112805037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.94 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 1 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 0.16 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0.83 |

**Contractor Comments:**

# Gay Men's Domestic Violence Project, Inc. (043295230)

## BWCPa — Battered Women & Children: Substance Abuse Shelter

Contract Number 09950219277

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 34 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0.03 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 11 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 100 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 2 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 100 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 11 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 1 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 2 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 100 | 18 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 233 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 1 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:**

# Genesis Club House, Inc. (042983234)

## 2201a Evaluation

Contract Number SCMRC20072004270

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 12 | 4 |
| 2.1 | Number of people served measured by unduplicated count | 12 | 4 |

**Contractor Comments:**

## 2201b Work Adjustment Training

Contract Number SCMRC20072004270

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 5 | 1 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 5 | 1 |
| 2.1 | Number of individuals served measured by unduplicated count | 5 | 1 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 5 | 0 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 5 | 0 |

**Contractor Comments:**

## 2201c Skills Training

Contract Number SCMRC20072004270

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 0 | 0 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 0 | 0 |
| 2.1 | Total number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 0 | 0 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:**

## *2201d* Job Support Services

Contract Number SCMRC20072004270

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 8 | 3 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 8 | 3 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 8 | 3 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 8 | 2 |

**Contractor Comments:**

## *3034* Community Support Clubhouse

Contract Number SCDMH23302002044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 65 | 52 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 55 | 59 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 20 | 23 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 32 | 53 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 12 | 9 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number SCDMH23302002052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 17 | 11 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 9 | 7.12 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 4 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | .85 | 0.9 |

**Contractor Comments:**

# *Girls Incorporated of Holyoke (042748244)*

## *3414* Youth Programs

Contract Number 23212802027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 100 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 5 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 1000313102201

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 123 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 123 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 123 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 45 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 45 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 45 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.82 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.82 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.82 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** The data on the survey is submitted directly to OCCs by the parents so we don't have access to the info.

# *Girls Incorporated of the Berkshires (042178889)*

## *CHCX* Income Eligible Child Care

Contract Number 10002131007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 177 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 177 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 177 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 52 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 52 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 52 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 52 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 52 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 52 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 10102041004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 10 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 10 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 10 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 10 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 10 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 10 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

# GIRLS, INC. OF LYNN (042104250)

## 3414 Youth Programs

Contract Number 23212802004-02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 100 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 2 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 786 |

**Contractor Comments:**

## 3438 Teen Challenge Fund

Contract Number 3214802003-02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 100 | 125 |
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 40 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 50 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 80 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 20 |

**Contractor Comments:**

## 3450 Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143105-02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 100 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 755 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 20 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 1.1 All teens increased in their knowledge.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29041087069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 0 |

**Contractor Comments:** We did not have this contract in FY02.

Contract Number 30009133026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 40 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 40 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 40 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 19 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 19 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 19 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.76 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.76 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.76 |

**Contractor Comments:** 1.6a We mailed 25 questionnaires out. 19 were returned to Girls Inc.

## *CHCY* Supportive Child Care

Contract Number 31103043020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 80 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 80 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 80 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 4 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 12 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 12 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 12 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 12 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 12 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 12 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:** 1.8 No meetings were scheduled by OCCS/DSS during FY02.

# Goodwill Industries of the Berkshires, Inc. (042207791)

## 2205 Employment Services

Contract Number 20072031028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 23 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 15 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 23 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 100 | 23 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 0 | 0 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100 | 16 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100 | 16 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 0 | 0 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:** Program reduced from 23 individuals in July to 16 by January 1, 2002.

## 3168 Employment Services

Contract Number 21102110305

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 32 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

# Goodwill Industries of the Springfield/Hartford Area, Inc. (042131758)

## 2143 Residential/Day (3 providers only)

Contract Number scmcb41002364892

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.7 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## 2201a Evaluation

Contract Number 2004207

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 100 | 149 |
| 2.1 | Number of people served measured by unduplicated count | 300 | 267 |

**Contractor Comments:** 2.1 Number includes 100 carry-overs from FY01. In most instances, people moved from vocational evaluation to work adjustment.

## 2201b Work Adjustment Training

Contract Number 2004207

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 57% | 0.56 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 125 | 147 |
| 2.1 | Number of individuals served measured by unduplicated count | 200 | 267 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 115 | 100 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 70 | 46 |

**Contractor Comments:** 2.1 Includes 100 carry-overs from FY01

## *2201c* Skills Training

Contract Number 2004207

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 115 | 100 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 125 | 147 |
| 2.1 | Total number of individuals served measured by unduplicated count | 200 | 267 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 57% | 0.56 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 70 | 46 |

**Contractor Comments:**

## *2201d* Job Support Services

Contract Number 2004207

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 40 | 22 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 40 | 22 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 60 | 49 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 24 | 22 |

**Contractor Comments:** Greenfield location. Counselor experienced decline in number of placements following economic downturn but placements are now improving (since April) and average 4 per month.

## *2205* Employment Services

Contract Number 2031026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 95% | 0.82 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 95% | 0.85 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 30% | 0.3 |
| 2.1 | Number of individuals served (unduplicated count) | 63 | 63 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 8 | 8 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 58 | 58 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 56 | 56 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 63 | 63 |
| 4.4 | Number of individuals that are referred out for placement services | 1 | 1 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 13401001152

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 100% | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 100% | 1 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 100% | 1 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100% | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 140377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 120308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 140349

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 40% | 0.4 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 17% | 0.17 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 36% | 0.36 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 23% | 0.23 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 100314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 0.4 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 48% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 60% | 0.6 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 140378

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Greater Lawrence Educational Collaborative d/b/a GLEC (042597978)*

## *3168* Employment Services

Contract Number 23202320314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0.05 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100% | 0.95 |

**Contractor Comments:**

# Greater Lawrence Family Health Center, Inc. (042708824)

## 3322a Act Now HIV Early Intervention

Contract Number 49222034053

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Improved access to comprehensive primary health care for eligible uninsured and underinsured individuals in the region particularly from target population groups measured by number of people with HIV receiving comprehensive HIV primary care at the center | actual | 675 |
| 1.2 | Regional clinical providers from settings OUTSIDE the center have access to current HIV clinical information measured by number of annual clinical education and training sessions with clinical providers outside the center | actual | 18 |

**Contractor Comments:**

## 3322b ACT Now MSA

Contract Number 49221802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Improved access to appropriate comprehensive HIV primary care for eligible uninsured and underinsured individuals measured by the number of individuals enrolled in ACT Now site | 28 | 46 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number 49351802075

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 3100 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 243 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 9041 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 31 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 50 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 50 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 31 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 95 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 77 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 15 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 13 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 25 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** 2.6 Clients did not need gambling treament.

## *3414* Youth Programs

Contract Number 23211802026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 70 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 10 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 80 |

**Contractor Comments:**

## 3428 HIV/AIDS Multi-Services in CHC

Contract Number 49321802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 0 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 20 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 606 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 12 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 114 |

**Contractor Comments:**

## 3431 Pediatric AIDS (Masscare)

Contract Number 3712111E204

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients are satisfied with the care they are receiving as measured by percentage of families who report satisfaction with MassCARE services via a measurement instrument mutually accepted by Department of Public Health and vendor | % | 0 |
| 2.1 | Clients' CD4 counts are measured at frequencies consistent with US PHS Guidelines as measured by the percentage of client records containing documentation of CD4 count test at appropriate intervals. | % | 1 |
| 2.2 | Clients' viral loads are measured at frequencies consistent with US PHS Guidelines as measured by the percentage of client records containing documentation of viral load test at appropriate intervals. | % | 1 |

**Contractor Comments:** 1.1 Masscare has not developed an instrument to measure client satisfaction.

## 3461 Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29091087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | actual | 330 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | actual | 330 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | actual | 330 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | actual | 330 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | actual | 330 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

# Greater Lynn Mental Health & Retardation Association, Inc. (042296940)

## 2143 Residential/Day (3 providers only)

Contract Number 70001410038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 0 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 0 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 0 |

**Contractor Comments:** no longer using UFR Program #27.

## 3034 Community Support Clubhouse

Contract Number 33502003121

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 20 | 12 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 32 | 27 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 28 | 25 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 18 | 7 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 30 | 28 |

**Contractor Comments:**

## *3036* Services for Education & Employment (SEE)

Contract Number 33402003099

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 24 | 11 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 22 | 12 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 10 | 6 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 15 | 6 |

**Contractor Comments:**

## *3037* Day Rehabilitation

Contract Number 33102003056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 68 | 68 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 67 | 67 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 67 | 67 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 25% | 0.25 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 25% | 0.25 |

**Contractor Comments:**

Contract Number 33402003100

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 2250 | 1772 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 90% | 1 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 100% | 1 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 40% | 0.27 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 30% | 0.27 |

**Contractor Comments:**

Contract Number 33502003120

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 3000 | 2978 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 100% | 1 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 20% | 0.42 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 20% | 0.13 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 32102003165

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.75 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7% | 0.06 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 40% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

Contract Number 33102003201

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.84 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 22% | 0.11 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 42% | 0.21 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

Contract Number 33102003214

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 50% | 0.11 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 60% | 0.11 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

Contract Number 33502003167

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 8% | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100% | 1 |

**Contractor Comments:**

Contract Number 33502003173

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.75 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 9% | 0.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 41% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

Contract Number 33502003184

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 85% | 0.67 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 25% | 0.1 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 40% | 0.16 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 95% | 0.84 |

**Contractor Comments:**

Contract Number 33502003199

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.68 |

| | | | |
|---|---|---|---|
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 8% | 0.1 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 31% | 0.1 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 0.92 |

**Contractor Comments:** 1.1 - 6 CLIENTS WERE NOT IN THE PROGRAM LONG ENOUGH TO MEET OBJECTIVES

Contract Number 33602003166

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 12 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100% | 1 |

**Contractor Comments:**

Contract Number 33602003172

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.8 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 9% | 0.2 |

| | | | |
|---|---|---|---|
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 41% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

## *3053* Social Club

Contract Number 33402003098

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 6720 | 6108 |
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 6720 | 6108 |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | 98% | 0.48 |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | 98% | 0.48 |
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | 100% | 0 |

**Contractor Comments:** PROGRAM CLOSED ON 6/30/02
Because of this, the numbers for consumer participation was down as people found different programs to go to.

## *3153* Residential Supports

Contract Number 23102310331

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 23202320315

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.9 |

**Contractor Comments:**

Contract Number 23502350363

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.9 |

**Contractor Comments:**

Contract Number 23802380300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.9 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 23802380366

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85% | 0.86 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 85% | 0.86 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 90% | 0.9 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 90% | 0.9 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23502350368

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 85 | 79 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 15 | 5 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

Contract Number 26402640301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 85% | 0.85 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 15% | 0.15 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23502350396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Greater Lynn Senior Services, Inc. (042581129)

## 3049 Adult Residential Services

Contract Number 3550203120

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80 | 81 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 100 | 6 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 90 | 100 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 93 |

**Contractor Comments:**

## 8006 Home Care Purchase-of-Service

Contract Number 03642206015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.76 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.97 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 1500 | 1531 |

| | | | |
|---|---|---|---|
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1531 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 10 | 10 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 0 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | 105% | 0 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.92 |
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.74 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03642233227

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 100 |

| | | | |
|---|---|---|---|
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 100 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 100 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 4 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03642206015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.76 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | Actual | 0.97 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | 1500 | 1531 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1531 |

| | | | |
|---|---|---|---|
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.91 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | 10 | 10 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 0 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 105% | 0 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.92 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.97 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03642517169

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 1 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 15 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.97 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03641225015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 0 | 6 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 0 | 19 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 119 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 2.5 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 20 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 35 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 21 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 6 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 03642206015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 100 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 100 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | | Actual | 100 |

| | | | |
|---|---|---|---|
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 100 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 4 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03642206015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 95 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 1 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 24 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.91 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.74 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 0364EC0015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 95 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 1 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 45 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 91 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.74 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# Greater Marlboro Programs, Inc. (042532990)

## 3153 Residential Supports

Contract Number 26602660301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** Survey is planned for early Fiscal Year 2003.

## 3176 Family Support

Contract Number 26602660366

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100 | 100 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0 |

**Contractor Comments:** Families are reached out to in other ways. Though, a survey is planned for early Fiscal year 2003.

## *3177* Individual Support

Contract Number 26602660367

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0 |

**Contractor Comments:** Survey is planned for early Fiscal Year 2003.

# Greater New Bedford Women's Center, Inc. (042557022)

## 3361 Sexual Assault Prevention and Survivor Services

Contract Number 34010802006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 0.77 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 0.75 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

## BWCPa Battered Women & Children: Substance Abuse Shelter

Contract Number 52000219219

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 0 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 0 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 0 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 0 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |

| | | | |
|---|---|---|---|
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 0 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:** Code designated to us in error - we are not a substance abuse shelter - see Code BWCSa - for domestic violence shelter

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 52000219219

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 2595 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 0.97 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 102 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 36 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 73 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 7 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 14 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 5 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 5 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 215 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.5 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 3 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 27 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 6 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 37 |

| | | | |
|---|---|---|---|
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 189 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 66 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 96 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 71 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 0.73 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 94 |

**Contractor Comments:**

## *Greater Newburyport Opportunities, Inc. (237364943)*

### *2205* Employment Services

Contract Number 20072031032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 1 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0% | 1 |
| 2.1 | Number of individuals served (unduplicated count) | 11 | 10 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 10 | 115 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 8 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 11 | 10 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 11 | 10 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 11 | 10 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

### *3168* Employment Services

Contract Number 23202320312

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 54% | 0.62 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 9% | 0.08 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 37% | 0.3 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:** Where data is indicated by a 0, the perfomance measure is not applicable to the contract. Performance measures in these areas were not negotiated with the purchasing agent for this contract

# Greater Springfield Senior Services, Inc. (042510895)

## 8006 Home Care Purchase-of-Service

Contract Number SCELD03642206024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.92 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 91 | 91 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1178 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 1 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 2.33 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 238 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.66 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.98 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.98 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:** 2.1 goal is actual

## *8009* Elder at Risk

Contract Number SCELD03642233220

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.94 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.98 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.87 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.64 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 31 |

**Contractor Comments:** 2.4 Community trainings are for both Elder At Risk and Protective.

## *8014* Home Care Case Management

Contract Number SCELD03642206024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.92 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 91 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1256 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 1 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1256 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 2.33 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 159 | 238 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.66 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.98 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.98 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number SCELD03642517034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.65 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 31 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number SCELD03642225024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 19 | 19 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 113 | 113 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 274 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 1.51 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 8 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0.25 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0.5 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 25 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 73 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 21 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 47 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:** 1.1 & 1.2 goal is actual
2.5 0=N/A GSSSI does not do screenings for Pre Pace.

## *8042* Protective Services Care Management

Contract Number SCELD03642206024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.87 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.96 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.96 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.99 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.99 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.63 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 31 |

**Contractor Comments:** 2.4 Community trainings are for both Protective and Elder At Risk.

## *8043* Managed Care/Housing

Contract Number SCELD03642206024

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.96 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 0 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 40 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.5 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.89 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0 |

**Contractor Comments:** 2.1 0=N/A There are no specific intakes for MCIH @ GSSSI. Clients are taken in through the State Home Care program and transferred into MCIH when a slot becomes available.

4.2 0=N/A There was no established Peer Review specifically for MCIH clients in FY '02.

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03642ECO024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.96 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 64 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 100 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.67 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.99 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0 |

**Contractor Comments:** 2.1 0=N/A There are no specific intakes for ECOP at GSSSI. Clients are taken in through the State Home Care program and transferred into ECOP when a slot becomes available.

4.2 0=N/A There was no established Peer Review specifically for ECOP clients in FY '02.

## *Greater Waltham Association for Retarded Citizens, Inc. (042441728)*

### *2205* Employment Services

Contract Number SCMRC20072031034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 100 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 100 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 100 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 10 | 10 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 58 | 58 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 10 | 10 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 10 | 10 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 10 | 10 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

### *3163* Community Based Day Supports

Contract Number SCDMR26102610361

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 90 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 90 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 85 | 96 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 85 | 96 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 80 | 83 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 80 | 83 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number SCDMR26102610358

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 55 | 48 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 1 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 45 | 51 |

**Contractor Comments:** GWARC exceeded its goals to place people in employer paid placement.

## *3176* Family Support

Contract Number SCDMR26102610396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100 | 100 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

# Green Meadows Community Services, Inc. (030335218)

## 3153 Residential Supports

Contract Number 21202120305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 CERTIFICATION WAS APPLIED FOR BUT NEVER APPROVED

## 3168 Employment Services

Contract Number 00000000001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:** THIS MMARS CODE IS AN OLD CODE FOR A CONTRACT UNDER WHICH THE CONTRACTOR NO LONGER PROVIDES SERVICES.
THE PROGRAM NUMBER AND CONTRACT NUMBER WERE CREATED TO ALLOW FILING THE D-1, PER INSTRUCTIONS GIVEN BY JOE CRONIN @ OSD

# Gregg Neighborhood House Association Inc (046073599)

## CHCX — Income Eligible Child Care

Contract Number 30002133025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 234 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 234 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 234 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 214 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 214 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 214 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 214 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 214 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 214 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 31102043022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 50 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 50 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 50 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 214 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 214 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 214 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 50 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 50 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 50 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 50 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 50 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 50 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 50 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 50 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 50 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# GROW Associates, Inc. (237378144)

## 3163 Community Based Day Supports

Contract Number 25202520312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 26902690300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 25202520312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 23.5 | 81 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | .5 | 3 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 6.5 | 18 |

**Contractor Comments:** Increase in individuals coming into the program

Contract Number 26902690300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 49 | 56 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 3 | 10 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 11.2 | 36 |

**Contractor Comments:**

# Growthways, Inc. (042742635)

## 3153 Residential Supports

Contract Number 25202520303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26902690304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3176 Family Support

Contract Number 25202520329

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100 | 5 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 75 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 0 used for Not Applicable

Contract Number 25202520335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100 | 6 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 0 used for Not Applicable

## *3177* Individual Support

Contract Number 25202520336

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Guild of Saint Agnes of Worcester (042104267)*

## *CHCX* Income Eligible Child Care

Contract Number SCOFC20002132001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 395 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 395 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 395 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 115 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 115 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 115 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.87 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.87 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.87 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 115 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 115 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 115 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.87 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.87 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.87 |

**Contractor Comments:**

1.4a Includes all who have been enrolled in basic slots and those who have inquired.
1.5a Based on actual number responding.
1.6a Same as 1.5a.

## *CHCY* Supportive Child Care

Contract Number SCOFC20502042002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 76 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 76 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 76 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 63 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 63 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 63 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.87 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.87 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.87 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

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|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.3 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.3 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.3 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 145 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 145 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 145 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 145 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 145 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 145 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.1 All are reported within 5 days; the number reported is sample data annualized.
1.10 Based on a 50% response rate.
1.11 Based on a 50% response rate.

Contract Number SCOFC20602042006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 52 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 45 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 45 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 45 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.87 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.87 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.87 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 104 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 104 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 104 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 104 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 104 |

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|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 104 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.1 All are reported within 5 days; the number reported is sample data annualized.
1.10 Based on a 50% response rate.
1.11 Based on a 50% response rate.

Contract Number SCOFC20702042015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 74 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 74 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 74 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 53 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 53 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 53 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 87 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 87 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 87 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.6 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.6 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1.6 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 132 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 132 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 132 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 132 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 132 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 132 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

1.1 All are reported within 5 days; the number reported is sample data annualized.
1.10 Based on a 50% response rate.
1.11 Based on a 50% response rate.

## *Habilitation Assistance Corporation (042797974)*

### *2109/2110* Personal and Vocational Adjustment Training

Contract Number 70002410034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 0.8 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 0.8 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0.8 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 5 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 1 |
| 2.2 | Number of MCB consumers served annually | >900 | 900 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 1180 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 0.8 |

**Contractor Comments:**

### *3177* Individual Support

Contract Number 25702570987

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# HAP, Inc. (042518368)

## 2901a Family Shelters

Contract Number SCWEL5092100F028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 100% | 1 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 100% | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 8870 | 15330 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 8870 | 15330 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.984 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.984 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** Regarding measure number 2.1 -contract amended language as of July 1,2001 transfering placement responsibility to another contractor, revising HAP, Inc.'s output to support housing search. We complied by providing support for housing search activities in 100% of cases.

# *Harbor Schools, Inc. (042523961)*

## *FOSC* Contracted Foster Care/Family Residence

Contract Number DSS009002FOSC

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 0 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 0 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 0 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 0 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 0 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 0 |

**Contractor Comments:** Exempt from filing D-1 per Robert Guinto at DSS.

Contract Number DSS31000216828

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 0 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 0 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 0 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 0 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 0 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 0 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 0 |

**Contractor Comments:** Exempt from filing per Robert Guinto at DSS.

Contract Number DSS31010218866

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 0 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 0 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 0 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 0 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 0 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 0 |

**Contractor Comments:** Not required to file D-1 per Robert Guinto at DSS.

Contract Number DSS41200217052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 0 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 0 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 0 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 0 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 0 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 0 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 0 |

**Contractor Comments:** Not required to file D-1 per Robert Guinto at DSS.

Contract Number DSS31000216832

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 0 |

**Contractor Comments:** Not required to file D-1 per Robert Guinto at DSS.

Contract Number DSS31010218872

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 0 |

**Contractor Comments:** Not required to file D-1 per Robert Guinto at DSS.

# Hattie B. Cooper Community Center, Inc. (042173420)

## CHCX — Income Eligible Child Care

Contract Number scofc60009136011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 85 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 85 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 85 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** I have not seen the results of the OCCS questionnaire, therefore I am unable to fully answer the questions.

## *CHCY* Supportive Child Care

Contract Number scofc62400046017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 2 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 2 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 2 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |

**Contractor Comments:**

# Hawthorn Services, Inc. (042661141)

## 3037 Day Rehabilitation

Contract Number 13302001071

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 2000 | 2202 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 70 | 76 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 2 | 0 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 2 | 0 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 5 | 0 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 13302001146

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 78 | 76 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | .9 | 5.3 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 81 | 92 |

**Contractor Comments:** During the last 6 motnhs of FY '02, Hawthorn had 6 intakes into the program. 2 of these had extended hospital/respite stays prior to entering the program and had not proved successful in staying in the community for any length of time. These 2 individuals accounted for most of the hospitalizations experienced in 1.2 above. Due to changes in the population of consumers that are currently being referred to Hawthorn, future goals for projections for this goal will be revised upward.

# Health & Education Services, Inc. (042777145)

## 3034 Community Support Clubhouse

Contract Number SCDMH33402003102

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 45 | 44 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 40 | 28 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 15 | 11 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 50 | 57 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 12 | 11 |

**Contractor Comments:**

## 3037 Day Rehabilitation

Contract Number SCDMH33302003079

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 3000 | 1760 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 75 | 100 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 79 | 39 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 30 | 23 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 15 | 20 |

**Contractor Comments:** Decrease census due to decrease in referrals

## *3048* Respite Care Services

Contract Number SCDMH33302003080

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 93 | 93 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 88 | 88 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number SCDMH32102003194

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75 | 86 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 37.5 | 33 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 37.5 | 35 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85 | 90 |

**Contractor Comments:**

Contract Number SCDMH32102003195

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80 | 75 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 2.5 | 1.375 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .25 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 95 | 100 |

**Contractor Comments:**

Contract Number SCDMH33302003157

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75 | 64 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 10 | 2.97 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 100 |

**Contractor Comments:**

Contract Number SCDMH33402003183

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 88 | 50 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3 | 4.8 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 3 | 3.58 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 89 | 82 |

**Contractor Comments:**

Contract Number SCDMH33402003205

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 100 | 60 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7 | 13 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | n/a | 8 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100 | 100 |

**Contractor Comments:**

## *3050* Outpatient

Contract Number SCDMH33402003113

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 83 | 83 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90 | 87 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 87 | 90 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 233 | 233 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 233 | 233 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 2330 | 2330 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 2330 | 2330 |

**Contractor Comments:** 1.3 Satisfaction questioniars are anonymous

1.2 This contract pays for services for uninsured clients. Many of these clients are discharged from the contract because they eventually obtain insurance coverage. Dischare from the DMH contract enables clients to continue their treatment and treatment plan.

## *3053* Social Club

Contract Number SCDMH33402003105

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 1341 | 1393 |
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 1341 | 1393 |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | 10 | 25 |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | 10 | 25 |

| | | | |
|---|---|---|---|
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | 90 | 100 |

**Contractor Comments:** Attendence and consumer enrollment have both exceeded goals set for this fiscal year. The challenge of transition due to moving has bee successfully met with attendane up 25% by the end of the year in june 02. Members have displayed satiisfaction, despite the challenge of transition during the past tow years. as shown in client satisfaction survey.

## *3059* Community Rehabilitation Support

Contract Number SCDMH33302003078

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 80 | 68 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 100 | 75 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 85 | 100 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 80 | 92 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 15000 | 15423 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 500 | 709.5 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:**

Contract Number SCDMH33402003101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 71 | 57 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 100 | 100 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 100 | 96 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 35 | 42 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:** questions 2.2a though 2.2d have changed for fy'02 reporting.

Contract Number SCDMH33402003113

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 85 | 91 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 92 | 100 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 90 | 100 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 1375 | 367 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:** quetions 2.2a through 2.2d reporting for fy'02 changed.

## *3064* Outpatient Services (ch)

Contract Number scdmh33402003112

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90 | 90 |

| | | | |
|---|---|---|---|
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 90 | 90 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 40 | 40 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number SCDMH33302003090

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 100 | 100 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 150 | 165 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 20 | 25 |

**Contractor Comments:** ZERO ANSWERS WERE NOT REPORTABLE FOR FY'02 OR DID NOT APPLY

Contract Number SCDMH33402003112

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 150 | 193 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 0 | 0 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 0 | 0 |

**Contractor Comments:** ZERO ANSWERES WERE NOT REPORTABLE FOR FY'02 OR APPLY

## *3066* Individual & Family Flexible Support Srvs

Contract Number SCDMH33302003090

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90 | 92 |

| | | | |
|---|---|---|---|
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 90 | 95 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 90 | 98 |

**Contractor Comments:**

Contract Number SCDMH33402003112

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90 | 93 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 90 | 100 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 60 | 56 |

**Contractor Comments:** 56 DMH youths were provided services by the Flex contract. Of the 56 youths (4) four were placed outside the Family setting for a total of 93% in the home.

## *3079* Child/Adolescent Residential Services

Contract Number SCDMH32102003159

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 100 | 100 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 100 | 90 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 100 | 90 |

| | | | |
|---|---|---|---|
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 100 | 90 |

**Contractor Comments:** 1.2 One client to locked st=eting, one client AWOL 2 weeks prior to discharge.
1.3 One Client in care for 60 days, one client transferred to locked setting.
1.4 One client chanes in family dynamics (newborn), one client mother feels has shown little improvement on ability to function.

Contract Number SCDMH32102003161

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 95 | 100 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 95 | 100 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 90 | 100 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 82 | 90 |

**Contractor Comments:**

Contract Number SCDMH32102003162

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 92 | 70 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 70 | 100 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 85 | 94 |

| | | | |
|---|---|---|---|
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 85 | 82 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number SCDPH23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 98 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 25 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number SCDPH49302802025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.96 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.92 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number SCDPH49352802033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 850 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 1250 |

| | | | |
|---|---|---|---|
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 21267 |

**Contractor Comments:**

Contract Number SCDPH49352802077

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 150 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 53 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 511 |

**Contractor Comments:** This program was without a coordinator for 5 months of FY02. There was no Program Coordinator in JUly, August 2001. A new coordinator started in September, spend a few months re-building the program. Coordinator left December 2001. There was no coordinator for January, February, and March. The new coordinator spent April, May and June re building the program.

## *3361* Sexual Assault Prevention and Survivor Services

Contract Number SCDPH34012802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number SCDPH23012802045

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 27.8 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 46.9 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 46.6 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 39.5 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 16.1 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 2.8 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 57.3 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 12.1 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## 3397 Narcotic Treatment Services

Contract Number SCDPH23182802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Programs submit 100% of all client data of all clients eligible to participate in MTQAS | 100% | 0.99 |

**Contractor Comments:** Rare instance when a clinician misses one or two quarterly reports, admissions reports, discarge report often due to clincian leaving the agency

## 3416 HIV/AIDS Support Housing

Contract Number SCDPH49292802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.92 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:**

## *3426* Adolescent Services (CHINS)

Contract Number SCDPH23172817005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increased knowledge of ATOD risks among youth and family measured by the percentage of clients who complete the program | Actual | 86 |
| 1.2 | Decreased ATOD use by youth and/or family measured by the percentage of clients who report no ATOD use at discharge from the program | Actual | 50 |
| 1.3 | Increased awareness of HIV/STD risk and risk of teen pregnancy measured by the number of youths receiving risk reduction materials based on monthly reports | Actual | 100 |
| 1.4 | Improved school performance measured by the percentage of clients who report improved grades, increased and consistent school attendance, reported annually | 72 | 72 |
| 1.5 | Decrease in or lack of illegal behaviors measured by the number of youths who complete the program and decrease illegal behaviors based on MIS data | 79 | 79 |
| 2.1 | Number of psycho-educational class sessions | Actual | 62 |

| | | | |
|---|---|---|---|
| 2.2 | Average number of youth in attendance at psycho-educational classes(number of youth at each session divided by number of sessions) | Actual | 4 |
| 2.3 | Number of youth participating in Youth Intervention Activities Group (unduplicated count) | Actual | 14 |
| 2.4 | Number of Family Educational class sessions | Actual | 19 |
| 2.5 | Average number of parents in attendance at educational classes (number of parents at each session divided by number of sessions) | Actual | 4 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number SCDPH29052143100

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 90 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 2000 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 2000 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 30 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 30 |

**Contractor Comments:**

## *3455* Special Residential Services for Women (includes Family Shelters)

Contract Number SCDPH23352802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 25 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 100 |

| | | | |
|---|---|---|---|
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 12 |

**Contractor Comments:** 1.1 Several clients left program before graduated
1.2 Family Case Managers are providing housing search, we do not have a Housing Search Worker
2.1 12 clients where admitted during fy02 5 remained in the progra from fy 01

## *3459* Child Care

Contract Number SCDPH23362802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Monthly average number of hours of care provided (annual number of hours of care provided ( twelve) | > 35 | 25 |
| 2.2 | Percentage of referrals to specialized services for children (in the quarterly report) | Actual | 50 |

**Contractor Comments:** The number of hours of care provided are lover than predicted due to the program being notified that it would be closing (late on Friday) December 31st. Hence, began transitioning children out of the program mid January

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number SCDPH29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 350 | 300 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 800 | 950 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 6000 | 7000 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 2000 | 3500 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 4000 | 5000 |

| | | | |
|---|---|---|---|
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *RESGa* Bridge Home

Contract Number SCDSS00032118930

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 74 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 12.5 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 10 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 95 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 40 |

**Contractor Comments:**

# Health and Social Services Consortium, Inc. (042936321)

## 8006 Home Care Purchase-of-Service

Contract Number SCELD03642206014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.693 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.85 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 0 | 20.5 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 613.17 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.98 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 5 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 29.92 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.78 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.907 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.85 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number SCELD03642233224

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.92 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.95 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.96 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.9 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 0 |

**Contractor Comments:** 2.4 is not applicable to this agency

## *8014* Home Care Case Management

Contract Number SCELD03642206014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.693 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.85 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 20.5 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 634.63 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.98 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 634.63 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 5 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 0 | 35 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.78 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.91 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.85 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number SCELD03642225014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | ? | 3 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | ? | 7 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 80 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0.78 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 2 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 3.4 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 12.75 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 2 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0.08 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:** 2.10 0.78 = 7 in FY02 / 9 in FY01

## *8042* Protective Services Care Management

Contract Number SCELD03642206014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.9 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.92 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.92 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.94 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.92 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.92 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.94 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.94 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.94 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.91 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 0 |

**Contractor Comments:** 2.4 is not applicable to this agency

## *8043* Managed Care/Housing

Contract Number SCELD03642206014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.608 |

| | | | |
|---|---|---|---|
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 1.08 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 32.17 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.78 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.85 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03642ECO014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.536 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 1.4 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 22.17 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 100 |

| | | | |
|---|---|---|---|
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.78 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.85 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:** 2.3 answer is 100%

# Health Care of Southeastern Ma., Inc. (042609177)

## 3319 Family Planning Services

Contract Number 22192802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with a positive chlamydia test who receive treatment for chlamydia infection | actual | 198 |
| 1.2 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with an abnormal pap smear who receive appropriate follow-up treatment or referral for treatment | actual | 903 |
| 1.3 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients at risk of unintended pregnancy who receive either an appropriate and acceptable contraceptive measure or an appointm | actual | 10231 |
| 2.1 | Number of family planning visits to each clinic/agency | Actual | 24881 |
| 2.2 | Number of new and established family planning clients who receive family planning services (unduplicated count) | Actual | 13247 |
| 2.3 | Number of adolescents served (unduplicated count) | Actual | 5404 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352802025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 65 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 5 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 1000 |

**Contractor Comments:**

## 3361 Sexual Assault Prevention and Survivor Services

Contract Number 34012802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 0.85 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

## 3375 WIC Nutrition

Contract Number 35022802021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9633 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9633 |

**Contractor Comments:**

Contract Number 35022802035

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9243 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9243 |

**Contractor Comments:**

## *3438* Teen Challenge Fund

Contract Number 32142802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 62 | 78 |
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 67 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 21 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 85 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 100 |

**Contractor Comments:**

## *3454* FIRST Steps

Contract Number 32182802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |

**Contractor Comments:**

Contract Number 32182802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 90 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 90 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 90 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 8 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 8 |

| | | | |
|---|---|---|---|
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 8 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 90 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 90 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 90 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |

**Contractor Comments:**

Contract Number 32182802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |

| | | | |
|---|---|---|---|
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |

**Contractor Comments:**

Contract Number 85032807011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 53 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 53 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 53 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 67 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 67 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 67 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.96 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.96 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.96 |

**Contractor Comments:**

Contract Number 85032807012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 95 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 95 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 95 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 3 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 3 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 3 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.75 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.75 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.75 |

**Contractor Comments:**

Contract Number 85032807013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 100 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 100 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |

**Contractor Comments:**

Contract Number 85032807014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 190 |

| | | | |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 190 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 190 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 187 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 187 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 187 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.87 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.87 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.87 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29162802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 4600 | 6819 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 5000 | 6508 |

| | | | |
|---|---|---|---|
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 500 | 619 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 300 | 2709 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 50 | 52 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 34011802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 3093 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 51 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 47 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 70 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 31 |

| | | | |
|---|---|---|---|
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 66 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 18 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 39 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 0 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.77 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 0 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 2 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 20 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 372 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 43 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 52 |

| | | | |
|---|---|---|---|
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 52 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 52 |

**Contractor Comments:** 0=Not Applicable to this program.

# Health Quarters, Inc. (042475363)

## 3319 Family Planning Services

Contract Number 22192802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with a positive chlamydia test who receive treatment for chlamydia infection | actual | 96 |
| 1.2 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with an abnormal pap smear who receive appropriate follow-up treatment or referral for treatment | actual | 197 |
| 1.3 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients at risk of unintended pregnancy who receive either an appropriate and acceptable contraceptive measure or an appointm | actual | 8267 |
| 2.1 | Number of family planning visits to each clinic/agency | Actual | 14398 |
| 2.2 | Number of new and established family planning clients who receive family planning services (unduplicated count) | Actual | 7539 |
| 2.3 | Number of adolescents served (unduplicated count) | Actual | 2919 |

**Contractor Comments:**

## 3334 HIV Antibody Counseling & Testing Service

Contract Number 49302802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.13 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.76 |

**Contractor Comments:** CONTACT WAS TERMINATED BY THE COMMONWEALTH DECEMBER 11, 2001, PROGRAM ACTIVITY THEREFORE IS LESS THAN ANTICIPATED.

## *3343* HIV/AIDS Prevention & Education

Contract Number 49350802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 6112 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 358 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 125000 |

**Contractor Comments:**

# *Health Resource Network, Inc. (043131334)*

## *3430b* HIV Client Services Program

Contract Number 49253802026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | People with HIV will have improved access to critical health and social services as appropriate over the course of their illness measured by the number of units of service delivered | 9500 | 8227 |
| 2.2 | People with HIV will have improved access to critical health and social services as appropriate over the course of their illness measured by the total number of unduplicated clients served | 525 | 491 |

**Contractor Comments:** Overall cuts by DPH half way through the fiscal year which lead to internal cuts, therefore resulting in a decrease of treatments and access to care.

# *HealthFirst Family Care Center, Inc. (042503444)*

## *3340* Combined Primary Care

Contract Number 33102802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | |
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.84 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.84 |
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 176 |
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 176 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | 0.8 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | 0.8 |

| | | |
|---|---|---|
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual |
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% |

**Contractor Comments:**

## *3375* WIC Nutrition

Contract Number 35022802015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.95 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.95 |

**Contractor Comments:**

## *3404* Projects for Health Care Access

Contract Number 22222149050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Implement effective and creative outreach and/or marketing activities measured by the number of outreach and/or marketing activities | 6 | 5 |

| | | | |
|---|---|---|---|
| 2.1 | An increase in the number of families/individuals actually spoken to directly about MassHealth and CMSP measured by the number | 300 | 244 |

**Contractor Comments:** Change in personnel and scope of responsibilities.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | Actual | 795 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | Actual | 795 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | Actual | 603 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | Actual | 520 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | Actual | 605 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *3463* Men's Health Partnership

Contract Number 411421B3038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 50 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 54 |

| | | | |
|---|---|---|---|
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 54 |

**Contractor Comments:**

# *Help for Abused Women and their Children, Inc. (042655367)*

## *BWCPb* Battered Women and Children:Substance Abuse Shelter (McKinney ESG)

Contract Number 09950218577

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter beds occupied--give # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual number of days for the month | Actual | 0 |
| 1.10 | Percentage of families receiving support services measured by number of families receiving support services (divided number of families in shelter) | 100% | 0 |
| 1.11 | Number of children receiving children's services measured by actual number of children receiving children's services | Actual | 0 |
| 1.12 | Percentage of children receiving children's services measured by number of children receiving children's services divide number of children in shelter/safe home | 100% | 0 |
| 1.2 | Percentage of emergency shelter beds occupied measured by the number of bed days divided by capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away divided by # of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 20 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by number of families in shelter | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 20 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 11 |

| | | | |
|---|---|---|---|
| 2.1 | Number of families reporting at time of exit that they were helped during their stay in the shelter measured by actual number of families reproting that they were helped during their stay in the shelter/safe home | Actual | 11 |
| 2.2 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter measured by number of families reproting they were helped divided by the number of families exiting shelter | Actual | 60 |
| 2.3 | Number of families who receive follow-up contact 3 months after leaving the shelter measured by the actual number of families contacted | Actual | 11 |
| 2.4 | Percentage of families who receive follow-up contact 3 months after leaving the shelter measured by number of families contacted ina given month (who left 3 months prior) divided by # of families who left the shelter during the entire month 3 months prio | Actual | 60 |
| 2.5 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 11 |
| 2.6 | Percentage of families who receive follow-up contact 6 months after leaving the shelter measured by number of families contacted in a given month (who left 6months prior) divided by # of families who left the shelter during the entire month 6 months prio | Actual | 60 |
| 3.1 | Number of families receiving community (non-residential) services measured by actual number of families receiving community services | Actual | 11 |
| 3.2 | Percentage of families receiving community (non-residential) services measured by number of families receiving community services divided by the number of families seerved in both shelter and outside community | Actual | 60 |
| 3.3 | Number of trainings conducted measured by actual number of trainings conducted | Actual | 0 |
| 3.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by number of trainings requested divided by number of trainings actually conducted | Actual | 0 |
| 4.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 9 |
| 4.2 | Percentage of staff who speak multiple languages measured by number of staff who speak multiple languages divided by total number of staff | Actual | 35 |

**Contractor Comments:** HAWC received $9, 999.96 through this contract via McKinney ESG funds. The contract is designed to provide rental assistance to cover first and last months rents. The grant also provided families with temporary shelter at local motels until more permanent arrangements could be made. In addition, $2000 of this grant money was allocated to cover a portion of the salary costs for HAWC's part-time Housing Advocate. This fiscal year, 11 families were assisted with rent subsidies and 9 families with temporary shelter at a local motel. The performance measures for this MMARS code do not adequately reflect the grant as it has been used. Therefore, the majority of our performance measures are listed as "0" or N/A.

# *Henry Buckner School, Inc. (043014833)*

## *CHCX* Income Eligible Child Care

Contract Number 40001134050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 9 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 9 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 9 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.9 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.9 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.9 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 9 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 9 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 9 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |

**Contractor Comments:** Currently, we have one slot which is not filled.

# Henry Lee Willis Community Center, Inc. (043124067)

## 2901/2906 Transitional Housing-Foundations-Grant

Contract Number SCDTA509220020FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** We are not measured by placements as the Department of Transitional Assistance has assigned a central office to do such.

Contract Number SCDTA509220060FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** We are not measured by placements as the Department of Transitional Assistance has assigned a central office to do such.

## 3177 Individual Support

Contract Number SCDMR22102210332

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.85 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.85 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR22102210334

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.85 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.85 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR22402240335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number SCDPH23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 89 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 23.3 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number SCDPH49352802041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 613 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 64 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 47331 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number SCDPH2301210999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 50 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 100 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 50 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 10 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |

| | | | |
|---|---|---|---|
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 50 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 100 |

**Contractor Comments:**

Contract Number SCDPH23012802051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 51.15 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 47.33 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 26 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 12.64 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 26 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 24 |

**Contractor Comments:**

Contract Number SCDPH23052SOA002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 66.7 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 9.8 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 12.5 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 6.6 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 1.6 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3386* Residential Treatment and Rehabilitation

Contract Number SCDPH23042802031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 56.7 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 56.7 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 49.1 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 49.1 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 43 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 43 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 18 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 18 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 43 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 43 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 45 |

| | | | |
|---|---|---|---|
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 45 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 54 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 54 |

**Contractor Comments:**

1.1 Program goal was to surpass FY 2001 % rate 41.7%. % here was a completion rate increase in FY 02 56.7%. % achieved due to more aggresive case management.
1.2 Program goal was to surpass % FY 2001 rate 38%. % here was a increase in % rate 49.1% in FY 02 again due in part to aggresive case management.
2.1 Program goal for FY 2002 was to surpassed FY 2001 % rate of 38%. We surpassed that goal with % rate of 435 in FY 02. Part of our increase in this area was the result of the lose relapeses and later compliance to program protocol.
2.2 Program goal was to increase the % rate of 2001, 20%. We achieved this goal in FY 2002. We saw a increase in FY 2002 rate. Channing house will continue to help the program racially by effectively reaching out to thr underserved.
2.3 Program goal was to maintain or surpass FY 2001, 31% rate. We achived our goal in FY 2002 of 43.2%. We continue to serve up to or more % homeless clients at any given time in the program.
2.4 Program goal was to surpass FY 2001, 10%. fY 2002 WAS 45% this is a result of information given by perspective clients at the time of interview. However channing house will continue to be diligent and its approach to reach the under served.
2.5 Program goal was to surpass FY 2001 % rate of 48.4%. FY 2002 we increased to 54%. Due in part to the easy availability of heroine and cocaine and a much younger age users.

Contract Number SCDPH23042802056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 47 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 47 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 47 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 47 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 55 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 55 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 16 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 16 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 38 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 38 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 74 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 74 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 53 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 53 |

**Contractor Comments:**

1.1 FY 01 the percentage was 30% completed treatment. The program set a goal for FY02 at 45% of completion. We surpassed our goal for FY02 at 2% completion.
1.2 FY 01 percentage was 30% overall goals achieved. The program set a goal of 45% for FY 02. We surpassed our goal for FY 02 at 2%.
2.1 FY01 percentage was 33% minority/non-white. The program set a goal of 50% for FY 02. We surpassed our goal for FY 02 at 5%.
2.3 FY 01 precentage was 38.4% of homeless people. The program set a goal for 40% to achieve in FY 02. The program didn't meet the goal so we need to do more out-reach to the homeless population.
2.4 FY 01 percentage was 75% of residents having prior mental health treatment. The program set a goal of 70% for FY 02. We surpassed our goal for Fy 02 over 4%. Reason is serving more Dual-Diagnose residents.
2.5 FY 01 percentage was 52% of injection drug users. The program set a goal of 50% for FY02. We surpassed our goal for FY 02 over 3%.

## *3392* Supportive Housing

Contract Number SCDPH23112805038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 67 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 63 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 62 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 1 |

**Contractor Comments:**

Goals: Maintain a safe and sober place for women early in recovery.
Objective: Conduct random urina test in the program and house meeting.
Target Date: On going
1.1 Certain time of the yaer it's harder for residents to stay sober ( Holiday). Percentage is lower during this period.
1.2 One of the requirements for Footsteps is to be employed.
1.3 Most residents come into the program already set up with referrals.
2.1 One resident receives a shelter rent subsidy because she is a full time student at Worcester State College.
FOR TIDES: 1.3 - 49%
1.3 Due to the transitional nature of Tides program, clients are moved on in the continum of service within a short period of admssion to the program to other treatment facilities.

## *3426* Adolescent Services (CHINS)

Contract Number SCDPH23172934007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increased knowledge of ATOD risks among youth and family measured by the percentage of clients who complete the program | Actual | 24 |
| 1.2 | Decreased ATOD use by youth and/or family measured by the percentage of clients who report no ATOD use at discharge from the program | Actual | 0 |
| 1.3 | Increased awareness of HIV/STD risk and risk of teen pregnancy measured by the number of youths receiving risk reduction materials based on monthly reports | Actual | 0 |
| 1.4 | Improved school performance measured by the percentage of clients who report improved grades, increased and consistent school attendance, reported annually | 0 | 0 |
| 1.5 | Decrease in or lack of illegal behaviors measured by the number of youths who complete the program and decrease illegal behaviors based on MIS data | 0 | 0 |
| 2.1 | Number of psycho-educational class sessions | Actual | 64 |
| 2.2 | Average number of youth in attendance at psycho-educational classes(number of youth at each session divided by number of sessions) | Actual | 16 |
| 2.3 | Number of youth participating in Youth Intervention Activities Group (unduplicated count) | Actual | 24 |
| 2.4 | Number of Family Educational class sessions | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.5 | Average number of parents in attendance at educational classes (number of parents at each session divided by number of sessions) | Actual | 0 |

**Contractor Comments:** Bureau of Substance Abuse Services has all assessments (pre/post). We dropped parent involvement/home visits as approved by BSAS.

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number SCDPH29052143076

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 236 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 19 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** We only had to report on workplan objectives which did not include some of the above. There were no pre/post test conducted. Focus of program was on policy/advocacy and limited intervention.

# *Highland Valley Elder Services, Inc (042563340)*

## *8006* Home Care Purchase-of-Service

Contract Number 03642206012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.81 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 1138 | 95 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 737 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.97 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 4 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 70 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.65 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.95 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.94 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03641233203

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.66 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.96 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.33 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.95 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 4 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03642206012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.995 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.81 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 95 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 797 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.97 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 797 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 4 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 845 | 70 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.5 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.95 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.88 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03641225012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 8 | 2 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 7 | 15 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 79 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0.65 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 3 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 9 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 19 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 16 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 16 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 03642206012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.65 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.61 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 4 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03642206012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 83 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 12 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 18 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.97 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.65 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 1 |

| | | | |
|---|---|---|---|
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03642eco02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.88 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 0.5 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 25 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.97 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.65 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 1 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# *Hildebrand Family Self-Help Center, Inc. (043014834)*

## *2901a* Family Shelters

Contract Number SCWEL509210022FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 6841 | 6841 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 6841 | 6841 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.9 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.9 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

## *2901c* Scattered Sites

Contract Number SCWEL409520SC002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 48 | 21 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.9 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 The placement goals set for this program actually exceed the number of families who were served for the year(42). In actuality, the 21 families who were placed represent a 66% placement rate in a very difficult housing market.

## *Hillcrest Educational Centers, Inc. (042848510)*

### *3079* Child/Adolescent Residential Services

Contract Number 50470001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 100% | 1 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 100% | 1 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 100% | 1 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 100% | 1 |

**Contractor Comments:**

# Hilltop Child and Adult Services, Inc. (046185635)

## 3153 Residential Supports

Contract Number 21402140322

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number 21402140321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Holyoke Health Center, Inc. (042492730)

## 3334 HIV Antibody Counseling & Testing Service

Contract Number 4930802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.75 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.85 |

**Contractor Comments:**

## 3340 Combined Primary Care

Contract Number 3310802019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | 0 |
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | 0 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.65 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.65 |
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 78 |

| | | | |
|---|---|---|---|
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 78 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | 0.54 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | 0.54 |
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual | 0 |
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual | 0 |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% | 0 |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% | 0 |

**Contractor Comments:** 1.1 The Health Center does not provide this service.

1.5 & 2.1 The Health Center does not provide prenatal care.

## *3422a* School Based Health Centers(High & Middle Schl)

Contract Number 3210088058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | All students in the school building have access to on-site comprehensive primary care measured by the number of students on the school campus who have at least one encounter with SBHC annually | Actual | 160 |

| | | | |
|---|---|---|---|
| 2.2 | Enrolled students are assessed for physical, emotional and social well-being and anticipatory guidance provided measured by the percent of tobacco users among registered school health center users who receive counseling regarding the risks of tobacco use | 100% | 0.14 |

**Contractor Comments:** The School Based Health Center was transfered to the Community Health Center of the Southern Berkshires on 1/31/2002 when they seperated from the Holyoke Health Center.

## *3428* HIV/AIDS Multi-Services in CHC

Contract Number 4932802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 655 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 0 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 0 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 0 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 137 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29091087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** Our Contract with DPH has MARRS code 3309 for this Program, therefore this information was not tracked

## *3463* Men's Health Partnership

Contract Number 4114123036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 100 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 9 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 3 |

**Contractor Comments:**

# *Home Health & Child Care Services, Inc. (222974956)*

## *2320* Child Care Resource and Referral (CCR&R)

Contract Number 74002147404

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 1 |
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 1 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 950 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 950 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 27 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 27 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 30 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 30 |
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 24 |

| | | | |
|---|---|---|---|
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 24 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 24 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 24 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 12 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 12 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 12 | 12 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 12 | 12 |

**Contractor Comments:**

# Hope House, Inc. (042448579)

## 3386 Residential Treatment and Rehabilitation

Contract Number 23042802012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 39.6 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 39.6 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 39.2 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 39.2 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 28.3 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 28.3 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 3.49 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 3.49 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 18.4 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 18.4 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 38.7 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 38.7 |

**Contractor Comments:**

# Horace Mann Educational Associates, Inc. (042300014)

## 3153 Residential Supports

Contract Number 22102210340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22202220317

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25202520304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25402540335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26702670318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26802680316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 22002200357

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 22202220355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 22202220356

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 25402540323

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 26702670301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 22002200308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 63 | 63 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 25 | 25 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 12 | 12 |

**Contractor Comments:**

Contract Number 22002200351

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 20 | 20 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 40 | 40 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 40 | 40 |

**Contractor Comments:**

Contract Number 22002200352

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 86 | 86 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 14 | 14 |

**Contractor Comments:**

Contract Number 25402540321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 62 | 62 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 7 | 7 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 31 | 31 |

**Contractor Comments:**

Contract Number 26702670314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 31 | 31 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 43 | 43 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5 | 5 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 21 | 21 |

**Contractor Comments:**

Contract Number 26802680305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 22002200360

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 25 | 25 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 75 | 75 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22002200364

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** Families surveyed throughout the year for every activity, solicited bi-annually for program ideas.

Contract Number 22002200374

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 26002600311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 77 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0 |

**Contractor Comments:** Families interviewed annually and responses incorporated into Annual Report. No children entered a pediatric nursing home.

Contract Number 26002600314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0 |

**Contractor Comments:** Survey tool under revision; administered annually.

Contract Number 26702670303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 25 | 25 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 75 | 75 |

| | | | |
|---|---|---|---|
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 22202220319

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3415* EI Autistic

Contract Number 36140031999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Intensive programs are available to all children with ASD in timely manner measured by the percentage of children beginning service in less than thirty days between referral to Intensive Home Visiting Program and initiation of service | 75% | 0.3 |
| 2.2 | Program collaborates with other service providers measured by the percentage of children with documentation of at least one monthly contact with collaborator in child's record | 85% | 1 |

**Contractor Comments:**

# House of Hope, Inc. (042867965)

## 2901a Family Shelters

Contract Number SCWEL509220023FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 100% | 1 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 100% | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 15442 | 15442 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 15442 | 15442 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

# *Housing Assistance Corporation (237431255)*

## *2901/2906* Transitional Housing-Foundations-Grant

Contract Number SCDTA509220024FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 25% | 0.09 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.97 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:**

Contract Number SCDTA509220026FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 108 | 36 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.9 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:**

## *2905* Barnstable Pilot Project

Contract Number SCDTA509510PILOT

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Provide access to kitchen facilities for guests to prepare up to three meals (3) per day per family measured by total actual number of meals served | $14,783 | 3204 |
| 2.2 | Develop and maintain a Family Life Advocacy Plan (FLAP) for each family | 100% | 1 |

| | | | |
|---|---|---|---|
| 2.3 | Families at risk of becoming homeless will be provided with prevention services measured by the actual number of families served | 135 | 281 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number SCDPH49352802056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 240 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 19 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 475 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number SCDPH23111ES4067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.52 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 1 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 1.1- 3 clients terminated due to relapse.
- 4 clients terminated for other reasons non- compliance.
- 2 clients left within 4-5 days.
- 4 others not here long enough prior to 6/30/02

## *3428* HIV/AIDS Multi-Services in CHC

Contract Number SCDPH49322802023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 852 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 852 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 700 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 852 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 852 |

**Contractor Comments:**

## *3455* Special Residential Services for Women (includes Family Shelters)

Contract Number SCDPH23352802012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 0.26 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 0.93 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 19 |

**Contractor Comments:**

1.1 - 7 clients terminated due to non-compliance.
- 2 clients voluntarily left program after 4-5 days.
- 1 client had a miscarriage & no longer qualified for the program.
- 10 other clients still in residence as of 7/1/02- not sober 6 mos. yet.

# Human Resources Unlimited, Inc. (237083475)

## 2201a Evaluation

Contract Number 20072004234

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 12 | 12 |
| 2.1 | Number of people served measured by unduplicated count | 18 | 18 |

**Contractor Comments:**

## 2205 Employment Services

Contract Number 20072031086

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 0 | 0 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 0 | 0 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 0 | 0 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 0 | 0 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 0 | 0 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 0 | 0 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 0 | 0 |

| | | | |
|---|---|---|---|
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 0 | 0 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:** Contract Goals were not identified by MRC nor tracked by HRU.

## *3034* Community Support Clubhouse

Contract Number 13202001051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 12 | 10 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 22 | 16 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 8 | 6 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 35 | 36 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 7 | 7 |

**Contractor Comments:** There were fewer "turnovers" during the year, so members stayed in their transitional employment positions longer.

Contract Number 13403001086

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 52 | 70 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 50 | 34 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 18 | 27 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 40 | 42 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 12 | 27 |

**Contractor Comments:** There were fewer "turnovers" during the year, so members stayed in their transitional employment positions longer. There was also a greater number of members moving into supported and independent employment than predicted.

Contract Number 13501001103

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 25 | 42 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 45 | 51 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 25 | 29 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 27 | 32 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 14 | 36 |

**Contractor Comments:** There were a greater number of members moving to supported and independent employment than originally predicited.

Contract Number 23202002035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 25 | 29 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 28 | 18 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 10 | 19 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 19 | 12 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 9 | 19 |

**Contractor Comments:** There were fewer "turnovers" during the year, so members stayed in their transitional employment positions longer. More members chose supported rather than independent employment in FY02.

## *3036* Services for Education & Employment (SEE)

Contract Number 13402001086

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 12 | 15 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 30 | 22 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 13 | 11 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 12 | 13 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 21402140347

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 1% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 1% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 1% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 1% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0% | 0.03 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0% | 0.03 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 21402140345

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 36% | 0.3 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 36% | 0.34 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 26% | 0.31 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 2% | 0.04 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 36% | 0.36 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 26% | 0.26 |

**Contractor Comments:**

# Independence House, Inc. (042716665)

## 3361 Sexual Assault Prevention and Survivor Services

Contract Number SCDPH34012802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 0.8 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 0.5 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:** The police departments on Cape Cod have not shown an interest in receiving training on sexual assault from a victim service agency.

## BWCSa Battered Women & Children: Comprehensive Program

Contract Number SCDSS00050219236

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 0 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 0 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 0 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 0 |

| | | | |
|---|---|---|---|
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 0 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 3212 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 542 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 1 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.27 |

| | | | |
|---|---|---|---|
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 1712 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 0 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 3000 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 0 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 3212 |

**Contractor Comments:** The Independence House, Inc. contract is primarily funded to provide community based services. Shelter and safe home services are not provided under this contract.

## *BWCSb* Battered Women & Children: Community Education & Training

Contract Number SCDSS00050219236

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of advertisements, public service announcements, brochures, flyers, newspaper articles developed measured by unduplicated count | Actual | 18 |
| 1.2 | Number of requests for information measured by unduplicated count | Actual | 2120 |
| 1.3 | Number of requests for technical assistance measured by unduplicated count | Actual | 0 |
| 1.4 | Number of requests for public speaking engagements measured by unduplicated count | Actual | 542 |
| 1.5 | Number of inter-agency forums attended | Actual | 60 |
| 3.1 | Cost per training measured by total program cost divided by number of trainings | Actual | 21.68 |

| | | | |
|---|---|---|---|
| 4.1 | Percentage of increase in awareness of domestic violence issues, familiarity with local resources measured by percentage change in scores from pre and post tests administered during training sessions | Actual | 0.8 |

**Contractor Comments:** This contract does not provide technical assistance.

# *Independent Living Center of the North Shore and Cape Ann, Inc. (0429494*

## *2215b* Independent Living Centers: Peer Counseling/Skills Training

Contract Number 20072006105

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Advocacy Services: Percentage of individuals who chose and meet the goal of attaining increased skills in self advocacy/empowerment | 30% | 0.76 |
| 2.1 | Information & Referral : Number of units (hours) of I&R calls | Negotiated | 1702.6 |
| 2.10 | Advocacy Services: Number of units of individual advocacy services provided | Negotiated | 280 |
| 2.11 | Advocacy Services: Number of units (hours) of community and systems advocacy | Negiotiated | 584 |
| 2.2 | Information & Referral : Number of calls received from PWD's | Actual | 3222 |
| 2.3 | Information & Referral : Number of calls received from community members | actual | 806 |
| 2.4 | Skills Training : Number of units (hours) of skills training | Negotiated | 270.6 |
| 2.5 | Skills Training: Number of individuals receiving skills training services | actual | 115 |
| 2.6 | Peer Counseling : Number of units (hours) of peer counseling | Negotiated | 140.6 |
| 2.7 | Peer Counseling: Number of individuals receiving peer counseling | Actual | 108 |
| 2.8 | Advocacy Services: Number of advocacy skills groups | Negotiated | 8 |
| 2.9 | Advocacy Services: Number of individuals served through individual advocacy services | actual | 86 |
| 4.1 | Information & Referral: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 5 (information to live more independently?) | 50% | 0.8 |
| 4.2 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #7 (how well did ILC….peer counseling) | 25% | 0.55 |

| | | | |
|---|---|---|---|
| 4.3 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #6 (staff support you….own decisions?) | 50% | 0.75 |
| 4.4 | Skills Training: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #8 (provide….increased ability to live independently?) | 25% | 0.39 |
| 4.5 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 9b (increase ability to represent self) | 35% | 0.5 |
| 4.6 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #10a (center represents your interests) | 45% | 0.53 |

**Contractor Comments:** Have instituted mid year a new consumer database system as well as piloting this new system thus there may be some inaccuracies with the crossover data/new datasystem correlations. The 4 series measures are from the '01 consumer satisfaction survey that we send out in '02 and tabulate in Spring of '02. Overall performance is high despite Executive Director being out in Winter for major surgery and staff recruitment difficulties in Fall.

# *Independent Living for the Adult Retarded, Inc. (042531428)*

## *3153* Residential Supports

Contract Number 22402240368

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 22402240338

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 0 | 0 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 22402240339

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Independent Route Day Care/Kids Stop After School, Inc. (042966885)*

*CHCX* Income Eligible Child Care

Contract Number SCOFC40001134010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 70 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 70 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 70 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** We feel the parents are satisified with the services they receive. We also believe that we aim to keep all parents informed to the best of our ability.

## *CHCY* Supportive Child Care

Contract Number 4120044005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 2 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** We feel we communicate thoroughly with DSS and OCCS regarding our contracted slots. We also feel our parents are very happy with the program.

# *Infants and Other People, Inc. (042547352)*

## *CHCX* Income Eligible Child Care

Contract Number 0900213CMS3

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 52 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 52 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 52 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 46 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 46 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 46 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 46 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 46 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 46 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |

**Contractor Comments:** The basic reason for the lower than 100% scores lies in the parents desire to have additional services renederd, such as various activities currently not offered (lessons ans special training). The second request by parents is that teachers who can speak the native language of the children.

Unfortunatley, because of cost restarints neither of the above is possible, althgough the organization does attemtp to match children with teachers who have a knowledge of their language. Also programs such as exposing the children to a local arts center are used to provide the additional services that parents desire.

# Institute for Developmental Disabilities, Inc. (042764196)

## 2143 Residential/Day (3 providers only)

Contract Number SCMCB41003123096

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 0.8 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:** IDDI residential services are licensed entirely by OCCS. This arrangement continues by agreement with OCCS, DMR and IDDI. At this time, IDDI is therefore not subject to certification by the DMR Office of Quality Enhancement.

Contract Number SCMCB41003123097

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 0.8 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:** IDDI residential services are licensed entirely by OCCS. This arrangement continues by agreement with OCCS, DMR and IDDI. At this time, IDDI is therefore not subject to certification by the DMR Office of Quality Enhancement.

Contract Number 21503150343

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** IDDI residential services are licensed entirely by OCCS. This arrangement continues by agreement with OCCS, DMR and IDDI. At this time, IDDI is therefore not subject to certification by the DMR Office of Quality Enhancement.

Contract Number 23003300362

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** IDDI residential services are licensed entirely by OCCS. This arrangement continues by agreement with OCCS, DMR and IDDI. At this time, IDDI is therefore not subject to certification by the DMR Office of Quality Enhancement.

Contract Number 25003500903

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** IDDI residential services are licensed entirely by OCCS. This arrangement continues by agreement with OCCS, DMR and IDDI. At this time, IDDI is therefore not subject to certification by the DMR Office of Quality Enhancement.

Contract Number 25003500904

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** IDDI residential services are licensed entirely by OCCS. This arrangement continues by agreement with OCCS, DMR and IDDI. At this time, IDDI is therefore not subject to certification by the DMR Office of Quality Enhancement.

Contract Number 26003600349

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** IDDI residential services are licensed entirely by OCCS. This arrangement continues by agreement with OCCS, DMR and IDDI. At this time, IDDI is therefore not subject to certification by the DMR Office of Quality Enhancement.

Contract Number 26003600350

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** IDDI residential services are licensed entirely by OCCS. This arrangement continues by agreement with OCCS, DMR and IDDI. At this time, IDDI is therefore not subject to certification by the DMR Office of Quality Enhancement.

# *Interim House, Inc. (237167696)*

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802042

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.46 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.46 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.321 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.321 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.56 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.56 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.761 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.761 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.022 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.022 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.457 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.457 |

**Contractor Comments:**

# *Interseminarian-Project Place, Inc. (042457732)*

## *2839* Individual Shelters

Contract Number 042457732

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 6901 | 7041 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 6901 | 7041 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 6819 | 6320 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 6819 | 6320 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 1078 | 1245 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 1078 | 1245 |

**Contractor Comments:** 2.2 Goal Statement is stated incorrectly. Project Place serves only one hot meal per day.

# *Irenicon, Inc. (042774177)*

## *3153* Residential Supports

Contract Number 23502350388

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

# James F. Farr Academy, Inc. (042502446)

## 3176 Family Support

Contract Number 25202520369

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100 | 100 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

# Jewish Family Service of Worcester, Inc. (042104350)

## 8010 Guardianship/Conservatorship

Contract Number SCED03642210079

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services Guardianship clients (open cases) are evaluated in a timely manner (at least monthly) consisentt with standards measured by percentage (total # of open cases that received all required monthly visits divided | Actual | 1 |
| 2.1 | % of cases closed wihtin 120 days after the death of a client (total # of cases closed within 120 days of the death of a client divided by total # of cases closed in the fiscal year due to the death of a client) | Actual | 0.928 |
| 2.2 | % of cases in where the annual accounting is made to the court on time (total # of cases where the annual accounting was made to the Court on time divided by the total # of cases which required an annual accounting to the court during the fiscal year | Actual | 0.857 |

**Contractor Comments:**

2.1 Transfers to family or other reasons for client terminating the program as well as deaths are included in the calculation.

2.2 Extenuating issues such as pending legal bills and review and clarification of expenses held up timely accounting to the court.

# JOB OPTIONS, INC. (237100697)

## CHCX — Income Eligible Child Care

Contract Number 30009133028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 31 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 31 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 31 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 31 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 31 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 31 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 31 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 31 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 31 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 31100043024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 5 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:** Questionnaires were sent out in August 2002. Documentation is in each child's file. All communication efforts involving individual child plans are documented in the child's record. I have not been informed of any meetings, but will attend any meeting available.

# *Job Training & Employment Corporation (042801117)*

## *2833a* Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508529YPP010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 17 | 17 |
| 2.1 | Enrollments | 20 | 18 |

**Contractor Comments:**

## *2868* Service Delivery Areas (SDA)

Contract Number 60852sda010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Positive Skill Training/Education Outcomes | 15 | 13 |
| 1.1 | Positive Skill Training/Education Outcomes | 15 | 13 |
| 2.1 | Number of Enrollments | 19 | 19 |
| 2.1 | Number of Enrollments | 19 | 19 |
| 3.1a | Cost per skills training/education enrollment | $1,755.00 | 33345 |
| 3.1a | Cost per skills training/education enrollment | $1,755.00 | 33345 |
| 3.1b | Cost per skills training/education outcome | $1,560.00 | 20280 |
| 3.1b | Cost per skills training/education outcome | $1,560.00 | 20280 |

**Contractor Comments:**

# John Ashford Link House, Inc. (042498329)

## 3386 Residential Treatment and Rehabilitation

Contract Number SCDPH23042802018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 33.3 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 33.3 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 35.1 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 35.1 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 8.3 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 8.3 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 15 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 15 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 41.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 41.6 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 36.7 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 36.7 |

**Contractor Comments:** Measure Number 2.2 We do not have a bi-lingual staff and are not equipped to deal with non-english speaking clients. We refer said clients to appropriate facilities.

## 3392 Supportive Housing

Contract Number 23112802025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 96.8 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 92.8 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** Measure Number 2.1 Rent subsidy is not abailable with our program.

Contract Number DPH23112802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 97 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 25 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** Measure Number 2.1 Rent subsidy is not available with our program.

# *John F. Kennedy Family Service Center (042373976)*

## *CHCX* Income Eligible Child Care

Contract Number 60000136040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 33 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 33 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 33 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.76 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.76 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.76 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** 1.5 25 out of 33 parents received the questionnaire. The 8 who did not had left the program before the questionnaires were distributed.

1.6 Nine questionnaires were returned.

Contract Number 62600015778

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 24 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 24 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 24 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 16 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 16 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 16 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 55 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 55 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 55 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 24 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 24 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 24 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 24 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 24 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 24 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# *Jolly Farm Day Care, Inc. (042736706)*

*CHCX* Income Eligible Child Care

Contract Number 40002134036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 24 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 24 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 24 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 24 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 24 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 24 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.4a and 1.4b parents received child care subsidy information as part of Jolly Farm Day Care, Inc.'c regular enrollment package.

1,5b, 1,6a and 1.6b all parents received questionaires
and are asked to mail them directly to OCCS, therefore we are unable to determine percentage satisfied with services.

Contract Number 50002135006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 30 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 30 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 30 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 30 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 30 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 30 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.5B, 1.6A, & 1.6B all parents receive questionnaires and are asked to mail directly to OCCS, therefore we are unable to determine percentage satisfied with services.

## *CHCY* Supportive Child Care

Contract Number 41502044028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 7 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 7 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 7 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 13 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 13 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 13 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 13 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 13 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 13 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.0 & 1.11 All parents receive questionaires and are asked to mail directly to OCCS, therefore we are unable to determine percentage satisfied with services.

Contract Number 51702045005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 33 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 33 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 33 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 44 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 44 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 44 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 44 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 44 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 44 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 6 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 6 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 6 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.10 & 1.11 All parents receive questionaires and are asked to mail directly to OCCS, therefore we are unable to determine percentage satisfied with services.

# *Justice Resource Institute, Inc. (042526357)*

## *2500* Secure Treatment

Contract Number 92522063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 1 |

**Contractor Comments:**

Contract Number 9462-2063-005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0.019 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 1 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 63302006121

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 55% | 0.36 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3 | 8 |

| | | | |
|---|---|---|---|
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 1 |

**Contractor Comments:** In regards to 1.3, our site has not had any clietns hospotalized in a substance abuse facility

## *3057* Juvenile Court Clinic Forensic Services

Contract Number 8210-2008-057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Staff clinicians are licensed measured by percentage (number of licensed staff clinicians divided by total number of staff clinicians) | 75% | 0.93 |
| 1.2 | 12e hospitalizations decrease through use of diversion or alternative programs measured by percentage (number of 12e hospitalizations divided by total nunmber of 12e hospitalizations in base year) | Actual | 0.75 |
| 2.1 | Evaluations are completed by the established due date measured by percentage (number of evaluations completed by the established due date divided by the total number of evaluations requested) | 100% | 0.91 |

**Contractor Comments:**

## *3080* Intensive Residential Treatment Program (ch)

Contract Number 8210-2008-076

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet PSTP goals measured by percentage (number of consumers who meet or exceed fifty percent of PSTP goals during reporting period divided by total number of consumers served | 90% | 0.79 |
| 2.1 | Program measures consumer satisfaction by percentage (number of consumers who report they are satisfied with the program divided by the total number of consumers surveyed | 85% | 0.79 |
| 2.2 | Program measures family/guardian satisfaction measured by percentage (number of family members/guardians who report they are satisfied with the program divided by the total number of family members/guardians surveyed | 85% | 0.88 |

**Contractor Comments:**

Contract Number 82102008031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet PSTP goals measured by percentage (number of consumers who meet or exceed fifty percent of PSTP goals during reporting period divided by total number of consumers served | 84% | 0.85 |
| 2.1 | Program measures consumer satisfaction by percentage (number of consumers who report they are satisfied with the program divided by the total number of consumers surveyed | 89% | 0.91 |
| 2.2 | Program measures family/guardian satisfaction measured by percentage (number of family members/guardians who report they are satisfied with the program divided by the total number of family members/guardians surveyed | 76% | 0.94 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 21102110360

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22002200359

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 2660-2660-336

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 2660-2660-320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 38% | 0.38 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 38% | 0.38 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 47% | 0.47 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 48% | 0.48 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.52 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.86 |

**Contractor Comments:** As we test increasing numbers of clietns at significant risk. we have seen some decrease in our return rates, although we continue to be above our goal

## *3343* HIV/AIDS Prevention & Education

Contract Number 4935-2802-080

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 3050 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 475 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 16000 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.35 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.2 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.57 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.2 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.15 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.05 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.75 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

1. Low number of clients.
2. Most clients are young and just beginning to address their substance ue issues and are ambivalnet about change.

## *3428* HIV/AIDS Multi-Services in CHC

Contract Number 49322802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 2389 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 475 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 2127 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 17 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 738 |

**Contractor Comments:**

## *3430a* HIV/AIDS Client Services

Contract Number 49252802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 360 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 122 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 125 | 125 |

**Contractor Comments:**

## *7407* Massachusetts Treatment Program

Contract Number 6052-2JRI-000-02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Inmates progress through the program measured by the average number of phase changes for inmate and SDP movement to more of less restrictive conditions for FY 02 | actual | 0.95 |
| 1.2 | Recidivism rate of sex offenders receiving treatment (working with DOC Research to establish actual recidivism number of those sex offenders receiving treatment compared to sex offenders not receiving treatment and the general population) | Actual | 0.95 |
| 2.1 | Percentage of participants receiving comprehensive orientation and sex offender assessments during FY 02 (total number of participants assessed/evaluated divided by total number of participants) | 75% | 0.95 |
| 2.2 | Percentage of individual treatment plans implemented for inmates and SDP during FY 02 (total number of participants receiving services divided by total number of participants) | 90% | 0.95 |
| 2.3 | Percentage of inmates and SDPs tracked by level of service, location including program and treatment failures and releases to the community during FY 02 (total number of participants receiving services divided by total number of participants) | 90% | 0.95 |

| | | | |
|---|---|---|---|
| 2.4 | Percentage of Community Access Board (CAB) recommendations addressed for SDP during FY 02 (percentage of annual and bi-annual reviews that respond to specific CAB goals and objectives) | 95% | 0.95 |
| 2.5 | Percentage of records audited that meet specifications defined in the contract | actual | 0.95 |
| 2.6 | Percentage of SDPs served in sex offender treatment (total number of participants in treatment divided by total number of SDPs) | 80% | 0.95 |
| 2.7 | All required program component services are delivered measured by the percentage of attendance logs maintained of all treatment and rehabilitative services | 95% | 0.95 |

**Contractor Comments:**

## *RESC* Commonworks

Contract Number 0995-0218-493

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of youth placed in Commonworks Program who attain a moderate or better rating on overall progress toward treatment plan goals will be maintained at a rating of 70% or better | 70% | 0.74 |
| 1.2 | Percentage of youths served by Commonworks program with family involvement in treatment as measured by the total # of youth for whom there was family involvement divided by the total # of youth for whom family involvement is not clinically contraindicate | 80% | 0.92 |
| 1.3 | Percentage of youths served by Commonworks Program who achieve a moderate or better rating on academic progress on educational goals in treatment plan will be maintained at a rating of 70% or better | 70% | 0.77 |
| 1.4 | Compliance relative to development of quarterly treatment progress reviews for youth within the Commonworks Program will be maintained at a rating of 90% or better as measured by the # of youth for whom treatment progress reviews are completed divided by | 90% | 0.9 |
| 2.1 | Percentage of youth served by the Commonworks Program who experienced an interruption in service due to AWOL will be maintained at a rating of 5% or less as measured by the # of youth experiencing an interruption in service of more than 30 days divided b | 5% | 0 |
| 2.2 | Percentage of youth discharged from Commonworks Program who do not re-enter residential network care will be maintained at a rating of 7% or less as measured by the # of youth discharged in accordance with a treatment planning decision who do not re-ente | 7% | 0.06 |

| | | | |
|---|---|---|---|
| 2.3 | Overall average length of stay of youth in Commonworks Program (placement only) will be maintained at 360 Days or less. Note: Lengths of stay are based on duration of time youth are in Commonworks residential care | 360 Days | 391.87 |
| 2.4 | Percentage of moves to less restrictive levels of care for yout served in the Commonworks Program will not be less than 90% as measured by the number of youth moving to less restrivctive levels of care divided by the total number of youth moving to a new | 90% | 0.91 |

**Contractor Comments:** Performance measure 2.1 is not applicable for this contract.

# Kennedy-Donovan Center, Inc. (042519028)

## 3153 Residential Supports

Contract Number DMR22102210308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR22202220321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR22202220322

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR25402540329

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR25402540330

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.9 |

**Contractor Comments:**

Contract Number DMR25502550306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.85 |

**Contractor Comments:**

Contract Number DMR25602560367

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.8 |

**Contractor Comments:**

Contract Number DMR25702570382

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.85 |

**Contractor Comments:**

Contract Number DMR26602660381

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR26702670388

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number DMR25402540327

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:** 1.2 Providing behavioral supports

## 3168 Employment Services

Contract Number DMR22202220365

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 17 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 83% | 0.91 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number DMR22202220363

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number DMR25502550309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number DMR25602560369

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number DMR25702570384

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number DMR26602660383

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number DMR26702670310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number DPH36012005172

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.25 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.25 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.96 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.96 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.36 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.36 |

**Contractor Comments:**

## *3454* FIRST Steps

Contract Number DPH32182802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 7 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 7 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 7 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 46 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 46 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 46 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |

**Contractor Comments:**

Contract Number OFC85032807016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 12 |

| | | | |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 12 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 12 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 43 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 43 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 43 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |

**Contractor Comments:** 1.1 No documentation regarding 8 children to confirm if immunizations complete at age 2 and have not seen parent to verify.
2.1 Many enrolled families not included because: child not born; child not scheduled for ASQ during fiscal year; child enrolled in Early Intervention; both parents primary participants but child counted once; or, family not accepting services during specified ASQ times.

Contract Number OFC85032807017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 31 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 31 |

| | | | |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 31 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 1 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 116 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 116 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 116 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 1 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number OFC50002135009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 145 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 145 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 145 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 80 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 80 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 80 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.55 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.55 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.55 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 12 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 12 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 12 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.94 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.94 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.94 |

**Contractor Comments:** 1.6a & 1.6b Includes only families who responded to surveys (25 families did not respond but all who did respond indicated satisfaction with program).

## *CHCY* Supportive Child Care

Contract Number OFC51802045012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 31 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 31 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 31 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** 1.1 & 1.11 all families received satisaction surveys; none were returned

Contract Number OFC52115045035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 14 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 14 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 14 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 4 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 4 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 4 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 15 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 15 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 15 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 26 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 26 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 26 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:** 1.8 There were no quarterly meetings scheduled for this period.
1.9 Vacancies occur when there is a lack of referrals from Plymouth DSS office.

# L.U.K. Crisis Center, Inc. (042483679)

## 3079 Child/Adolescent Residential Services

Contract Number 22602002071

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | ACTUAL | 0.92 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | ACTUAL | 0.61 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | ACTUAL | 0.53 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | ACTUAL | 0.63 |

**Contractor Comments:**

## 3414 Youth Programs

Contract Number 23212802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 0.7 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 4151 |

**Contractor Comments:** 2.2 Data not tracted

## RESGa Bridge Home

Contract Number 00020218554

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0.62 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0.13 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 1 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0.75 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 76 |

**Contractor Comments:** 1.1 Some youth were unable to have visits with family as defined in their service plans

1.4 Program Model is for 45 Days, this data is not tracted

# Latham Centers, Inc. (042467497)

## 3153 Residential Supports

Contract Number SCDMR22402240330

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR23102310314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR25702570314

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

# Latino Health Institute, Inc. (222979908)

## 3168 Employment Services

Contract Number 2600A600316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:** Goals were not applicable to this contract

## 3176 Family Support

Contract Number 26002600316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 60% | 0.6 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 70% | 0.75 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0% | 0.01 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 2600B600316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0 |

**Contractor Comments:**

## *3328* AIDS Minority Capacity Development

Contract Number 49332802015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 294 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 10 |
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 25 |

**Contractor Comments:**

Contract Number 49332802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 507 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 4 |
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 33 |

**Contractor Comments:**

Contract Number 49332802017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 2984 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 55 |

| | | | |
|---|---|---|---|
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 78 |

**Contractor Comments:**

Contract Number 49332802018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 200 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 22 |
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 70 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352802050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 500 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 21 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 5118 |

**Contractor Comments:**

Contract Number 49352802081

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 35 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 8 |

| | | | |
|---|---|---|---|
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 3500 |

**Contractor Comments:**

Contract Number 49352802082

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 813 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 15 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 2017 |

**Contractor Comments:**

Contract Number 49352802083

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 3426 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 38 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 5225 |

**Contractor Comments:**

Contract Number 49352802084

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 21 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 12 |

| | | | |
|---|---|---|---|
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 1200 |

**Contractor Comments:** Staff vacancies; program participants move out of area

Contract Number 49352802085

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 27 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 9 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 1200 |

**Contractor Comments:** participants relapse frequently and come for additional social services but not HIV prevention services.

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.4 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.8 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.8 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.5 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.95 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.85 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.65 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.4 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.8 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## 3404 Projects for Health Care Access

Contract Number 22222149054

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Implement effective and creative outreach and/or marketing activities measured by the number of outreach and/or marketing activities | 40 | 159 |
| 2.1 | An increase in the number of families/individuals actually spoken to directly about MassHealth and CMSP measured by the number | 15000 | 13182 |

**Contractor Comments:** funding cuts

## 3416 HIV/AIDS Support Housing

Contract Number 49292903052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 0.8 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.7 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:** 1.1 and 1.2 were impossible to achieve given that the Boston Housing Authority application process often exceeds 4 (four) months. This is being addressed with the BHA management.

Contract Number 49292MDP057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 1 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29042087055

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 45 | 115 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 30 | 41 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 144 | 143 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 29 | 30 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

Contract Number 41141053999-001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 5 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 158 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 51 |

**Contractor Comments:** Lack of bilingual staff in the area
Resistance to prostate screens
Men are misinformed and don't know about available programs.

Contract Number 41142053021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 327 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 5 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 18 |

**Contractor Comments:**

Contract Number 41142053022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 327 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 5 |

| | | | |
|---|---|---|---|
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 18 |

**Contractor Comments:**

## *Leominster Multi-Service Center, Inc (042585931)*

### *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29051143085

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0.75 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 12000 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 5 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 5 |

**Contractor Comments:** This program, Tobacco Free Teens in Action, Youth Action Alliance, worked in collaboration with the Boards of Health Tobacco Control Alliance and COMMIT Coalition for a period on one and one-half years to educate the community of Clinton, MA on the dangers associated with ETS with the goal of passing ETS regulations in that community. Many outreach efforts were conducted including an intense media campaign in the two local papers.
The current MMARS code is incorrect for this program.
They are not a tobacco treatment Smoking Intervention Program.

# Leslie Educational Alternatives, Inc (042849387)

## 3153 Residential Supports

Contract Number 21202120318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21402140312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21502150327

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 21402140375

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:** 1.2 INDIVIDUALS SERVED RECEIVE SUPPORTS THROUGH RESIDENTIAL SUPPORTS.

1.3 PERSONS SERVED ARE ELDERS WITH PREFERENCE FOR RETIREMENT. ONLY ONE INDIVIDUAL CHOOSE TO VOLUNTEER AND IS SUPPORTED IN THE PROGRAM.

## *3177* Individual Support

Contract Number 21402140311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Life Focus Center of Charlestown Inc (042687260)*

## *2201a* Evaluation

Contract Number 20070004263/64

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 100% | 1 |
| 2.1 | Number of people served measured by unduplicated count | 5 | 5 |

**Contractor Comments:** Contractual goals were established for all service components combined: 2201a, 2201b, 2201c, 2201d.

1.1 In addition to evaluation reports, Individual Service Reports were submitted monthly as required by MRC. Throughout the month, LFC kept MRC Counselors up to date on their referrals through phone conversations, correspondence, and visits to MRC area offices.

2.1 Two of the five individuals served in this component were also served in skills training, program code 2201C.

## *2201b* Work Adjustment Training

Contract Number 20070004263/64

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 100% | 1 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 100% | 1 |
| 2.1 | Number of individuals served measured by unduplicated count | 6 | 4 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 6 | 2 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 6 | 1 |

**Contractor Comments:** Contractual goals were established for all service components combined: 2201a, 2201b, 2201c, 2201d.

1.2 Individual Service Reports were submitted monthly as required by MRC. Throughout the month, LFC kept MRC Counselors up to date on their referrals through phone conservations, correspondences, and visits to MRC offices.

4.1 Two of six individuals enrolled (33%)was referred for training only. Placement was not an expected employment outcome.

## *2201c* Skills Training

Contract Number 2007200463\64

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 100% | 0.83 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 100% | 1 |
| 2.1 | Total number of individuals served measured by unduplicated count | 42 | 29 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 100% | 0.43 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 100% | 1 |

**Contractor Comments:** Contractual goals were established for all service components combined: 2201a, 2201b, 2201c, 2201d.

1.1 This % is exclusive of 7 individuals who did not complete classroom training or completed less than five days in total throughout the fiscal year.

1.2 Individual Service Reports were submitted monthly as required by MRC. Throughout the month, LFC kept MRC Counselors up to date on their referrals through phone conversations, correspondence, and visits to MRC area offices.

2.1 This number includes 13 individuals who were enrolled in other components. Twelve were enrolled in 2201D and one in 2201a.

4.1 9 placements out of 21 completers.

Please note: Life Focus Center had two contracts in FY 2002 for Vocational Rehabilitation Services. Performance data has been combined to reflect LFC's UFR as well as LFC's end-of-year reporting to MRC. Contract numbers are 20071004263 & 64.

## *2201d* Job Support Services

Contract Number 2007200463\64

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 27 | 10 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 100% | 1 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 33 | 25 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 4 | 10 |

**Contractor Comments:** Contractual goals were established for all service components combined: 2201a, 2201b, 2201c, 2201d.

1.1 Placement totals reflect 3 individuals who are also reflected in the skills training placements. (2201c).

2.1 This number reflects 8 individuals who were enrolled in 2201C.

10 of the 33 enolled were carried through to the next financial year.

4.1 An additional ? individuals achieved retention in the first quarter of the next financial year.

Please note: Life Focus Center had two contracts in FY2002 for Vocational Rehabilitation Services. Performance data has been combined to reflect LFC'S UFR as well as LFC's end-of-year reporting to MRC. Contract #'s are 20071004263 & 20071004264.

## *3163* Community Based Day Supports

Contract Number 26403640338

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 75 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 75 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 47 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 47 |

**Contractor Comments:** These individuals are aging and developing medical problems which are slowing them down quite rapidly. Early onset of Alheimers has been noted in quite a few of these individuals making employment opportunities diminished. We will continue to offer community involvement such as volunteer opportunities and employment opportunities when appropriate.

Contract Number 26403640338B

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 85 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 85 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 80 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 80 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 50 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 50 |

**Contractor Comments:** Newly hired personnel will expand our opportunity to explore volunteer and paid work activities. We continue to expose our consumers to community involvement through volunteerism. Through our Job Development department we are attempting to secure paid employment within the community.

## *3168* Employment Services

Contract Number 26403640337

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 12 | 3 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 25 | 5 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 10 | 30 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 65 |

**Contractor Comments:** It is our goal to see consumers move into more independant settings when appropriate. Consumers are continually exposed to all aspects of employment accessing their capabilities.

# LIFE RESOURCES INC. (042644410)

## 2503 Group Care

Contract Number SCDYS95082070198

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.03 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.97 |

**Contractor Comments:**

Contract Number SCDYS95132070198

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.01 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.99 |

**Contractor Comments:**

## 2512 Long Term Treatment

Contract Number SCDYS92072004293

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.03 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.97 |

**Contractor Comments:**

Contract Number SCDYS95052024794

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.16 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.79 |

**Contractor Comments:**

Contract Number scdvs95062009597

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.16 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.79 |

**Contractor Comments:**

Contract Number scdvs95062msaw02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.16 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.79 |

**Contractor Comments:**

# *Lifehouse, Inc. (222667449)*

## *2901a* Family Shelters

Contract Number scwel509210027fs

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 2 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 2 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 2 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 2 | 0 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.96 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.96 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 Per our contract, Lifehouse clients are placed into permanent housing by a third party.
2.2 Meals are prepared individually by clients; refrigerators,cooking space,appliances and some staple foods are provided by Lifehouse.

## *LifeLinks, Inc (046111877)*

### *2143* Residential/Day (3 providers only)

Contract Number SCMCB41003701616

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 0.7 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.33 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number SCMCB41003701617

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 0.7 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.33 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

### *3153* Residential Supports

Contract Number 23102310329

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 23102310330

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0% | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0% | 0 |

**Contractor Comments:**

Contract Number 23102310304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 1% | 0.01 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 23102310306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23102310340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 23102310373

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0 |

**Contractor Comments:** Youth Employment contract to hire multi-cultural youth to work in human services in summer program. Goals not relevant to contract.

# LifeStream, Inc (042743314)

## 2834 Supported Work

Contract Number 408522sup03

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 125 | 125 |
| 1.1 | Number of FY 02 Worksite Placements | 125 | 125 |
| 1.2 | Number of FY 02 Job Placements | 125 | 130 |
| 1.2 | Number of FY 02 Job Placements | 125 | 130 |
| 2.1 | FY 02 Enrollments | 234 | 320 |
| 2.1 | FY 02 Enrollments | 234 | 320 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number 25502550307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25602560377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 25602560317

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 96 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 96 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 25602560307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 21 | 19 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 6 | 23 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 73 | 58 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 25502550322

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 25602560379

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** This contract is for Urban Youth Collaborative services.

## *Lifeworks, Inc. (222512887)*

### *2205* Employment Services

Contract Number 20072031083

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 0.01 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.01 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 0.01 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 100% | 0.01 |
| 2.1 | Number of individuals served (unduplicated count) | 11 | 10 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 250 | 250 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 5 | 5 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 11 | 10 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 11 | 10 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 5 | 5 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:** The economy continues to affect the number of community based work opportunites that the individuals served can be offered.

### *3153* Residential Supports

Contract Number 26702670340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26402640307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 17% | 0.0038 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 42% | 0.0013 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0.07 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 41% | 0.0042 |

**Contractor Comments:** The economy has greatly affected the ability to develop community-based supported employment during the past year. Several companies which employed multiple numbers of individuals experienced large layoffs this past fiscal year.

Contract Number 26702670387

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 49% | 0.007 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 25% | 0.0009 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0.05 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 26% | 0.0016 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26702670346

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** No evaluations were conducted by Office of Quality Management. The Office of Quality Management has not contacted Lifeworks regarding this during the past year.

# *Lincoln-Sewall Day Care Center, Inc. (042537354)*

## *CHCX* Income Eligible Child Care

Contract Number 136018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 77 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 77 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 77 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** The questionnaire is given to the 8 families subsidized through the OCCS contract for income eligible child care, not to the full-tuition paying families.

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 77 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 77 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 77 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** The questionnaire is given to the 8 families subsidized through the OCCS contract for income eligible child care, not to the full-time paying families.

# *Little Scholars' Workshop, Inc. (042564811)*

## *CHCX* Income Eligible Child Care

Contract Number 60002136037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 18 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 18 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 18 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 18 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 18 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 18 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 18 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 18 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 18 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 62202046002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

# *Little Sisters of the Assumption Inc. (042748880)*

## *2901a* Family Shelters

Contract Number SCWEL509220028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 9855 | 10950 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 9855 | 10950 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 0 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 0 |

**Contractor Comments:** Numbers 2.1 and 2.4 were updated under the FY01- FY02 contract to read as follows:
2.1 Provide support for housing search activities.
2.4 Assist the DTA worker in the development and monitoring of a self-sufficiency plan.
Each had a goal of 100% compliance established in the contract. Our actual performance was 100%.

## *CHCX* Income Eligible Child Care

Contract Number SCOFC60009136052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 28 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 28 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 28 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 28 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 28 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 28 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 28 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 28 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 28 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** UFR Program Code 09-10: The Childrens Center has 5 OCCS funded slots and 1 Flex Pool funded slot for a total of 6.

UFR Program Code 08: The Family Day Care Program has 22 funded slots.

# *Living Independently Forever, Inc. (223190452)*

## *3177* Individual Support

Contract Number 22003200307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.5 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.5 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.5 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.5 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

1) Contractor not subject to this requirement for this program.
2) Region II DMR has not completed the plan for one of two consumers. Plan review has been scheduled for 10/22/02. Provider does have an in-house plan in place.
3) Reference #2 above.

# *Lowell Day Nursery Association, Inc. (042104403)*

## *CHCX* Income Eligible Child Care

Contract Number 3000013306A

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 37 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 37 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 37 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 9 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 9 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 9 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** The questionnaires directions say to mail to OCCS. Of the 9 returned to us, all were satisfied.

# Lowell House, Inc. (237110106)

## 3315 1st Offender Driver Alcohol Education

Contract Number 23241802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 85.2 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 46.34 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352802052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 2855 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 276 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 7425 |

**Contractor Comments:**

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23012802059

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 39.6 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 44.1 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 46.2 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 63.4 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 22 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 20.7 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 3.2 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 42.6 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 15.7 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.02 |

**Contractor Comments:**

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802039

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 28.8 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 28.8 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 28.8 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 28.8 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 91.7 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 91.7 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 2.8 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 2.8 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 22.2 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 22.2 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 56.9 |

| | | | |
|---|---|---|---|
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 56.9 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 56.9 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 56.9 |

**Contractor Comments:**

Contract Number 23042802057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 34.7 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 34.7 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 41 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 41 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 8.7 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 8.7 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 4.3 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 4.3 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 41.3 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 41.3 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 82.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 82.6 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 39.1 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 39.1 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 23112802018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 75 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 40 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 60 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:**

# *Lutheran Community Services of Massachuestts, Inc. (043566243)*

## *2003a* Employment Services and ESL

Contract Number SCORI01002ELT306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 1 |
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0.8 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0.92 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0.65 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 0.77 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0.7 |
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 1 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 0.92 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0.65 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 5 |

| | | | |
|---|---|---|---|
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 10 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 1 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 1 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 1 |
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 1 |

**Contractor Comments:**

Contract Number scori01002elt307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 1 |
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0.75 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0.9 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0.6 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 1 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0.95 |

| | | | |
|---|---|---|---|
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 1 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 1 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0.6 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 3 |
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 7 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 1 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 1 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 1 |
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 1 |

**Contractor Comments:**

Contract Number scori01002pev313

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0.8 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0.92 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0.65 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 0.77 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0.7 |
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 1 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 0.95 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0.75 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 5 |
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 10 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 1 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 1 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 1 |

| | | | |
|---|---|---|---|
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 1 |

**Contractor Comments:**

Contract Number scori01002ris310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 1 |
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0.75 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0.9 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0.6 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 1 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0.95 |
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 1 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 1 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0.6 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 3 |

| | | | |
|---|---|---|---|
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 7 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 1 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 1 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 1 |
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 1 |

**Contractor Comments:**

Contract Number scori0100ris307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | EE: Clients are proficient enough in English to successfully participate in Refugee Job Services measured by the percentage of clients attaining language competencies that enable them to succeed in attaining and retaining early employment. | 100% | 1 |
| 1.2 | EE: Clients generate income, become less dependent on cash assistance and begin to generate economic independence measured by the percentage of RES referrals who achieve early employment. | 50% | 0.8 |
| 1.3 | EE: Clients stabilize jobs and ensure the likelihood of achieving self-sufficiency measured by the percentage of clients placed in a job who retain that job for at least 90 days. | 70% | 0.65 |
| 1.4 | EE: Families are no longer in need of cash assistance and become financially independent measured by the percentage of clients job placed who achieve self-sufficiency. | 50% | 0.77 |
| 1.5 | ESL: Participants achieve one or more Mainstream English Language Training (MELT) level increases as measured by the percentage of participants who test at the next MELT level | 70% | 0.7 |
| 1.6 | ESL: After 180 hour cycle, participants measure at the next MELT cycle as measured by percentage | 60% | 0.6 |

| | | | |
|---|---|---|---|
| 1.7 | RJS: Clients cash benefits are modified in a timely manner measured by the percentage of cases where job placement notification occurs within five (5) working days of employment start date. | 100% | 1 |
| 1.8 | RJS: Clients retain employment and are provided post-placement follow-up at 5, 14, 30, 60 and 90 days measured by the percentage of clients job placed who retain employment for a minimum of 90 days. | 70% | 0.92 |
| 1.9 | RJS: Clients achieve job upgrades and self-sufficiency measured by the percentage of all job placed clients who achieve self-sufficiency within twelve (12) months after arrival in the U/S. | 50% | 0.65 |
| 2.1 | EE: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Average time frame between date of arrival and first job as measured by number of months | actual | 5 |
| 2.3 | Average time frame between date of arrival and economic self-sufficiency as measured by number of months | actual | 10 |
| 2.4 | RJS: percentage of clients receiving program orientation reinforcing MRRP's message of early employment | 100% | 1 |
| 2.5 | RJS: percentage of cases where a comprehensive vocational assessment for each employable refugee and FEP for each family member is completed within ten (10) working days of arrival in the U.S. | 100% | 1 |
| 2.6 | RJS: percentage of cases where unemployed clients receive at least fifteen (15) hours a week of unemployment training | 100% | 1 |
| 2.7 | RJS: program has bilingual/bicultural staff capacity measured by percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.8 | RJS: program staff are appropriately trained measured by the percentage of staff appropriately trained and in compliance with MRRP requirements | 100% | 1 |

**Contractor Comments:**

## *2003b* Case Management

Contract Number scori01002rcm302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Employment is attained measured by the percentage of clients job placed within the contract year | 65% | 0.78 |

| | | | |
|---|---|---|---|
| 1.2 | Arrangement of case management, employment plan and any adjustments occur within 15 working days of arrival measured by % completed within required timeframes | 100% | 1 |
| 1.3 | Employment retention is attained measured by the percentage of clients job placed achieving 90 day job retention | 70% | 0.98 |
| 1.4 | Eligible clients have continuous access to post placement services after first job placement measured by the percentage of clients job placed for whom post placement services are identified and contact/follow-up is maintained for the duration of the elig | 100% | 1 |
| 1.5 | Clients achieve self-sufficiency measured by the percentage of clients job placed who attain self-sufficiency (defined as 150% of the Federal Poverty Level) within twelve (12) months after arrival in the U.S. | 50% | 0.6 |
| 1.6 | Refugees improve performance measured by % receiving post-placement services who experience increased hours, wages or promotions | 50% | 0.5 |
| 1.7 | Refugees achieve economic self-sufficiency (150% of Federal Poverty Guide) within the 12 month contract measured by % who achieve economic self-sufficiency | 50% | 0.6 |
| 2.1 | Program has bilingual/bicultural staff capacity measured by the percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Program staff is appropriately trained measured by the percentage of cases where services provided are in full compliance with MRRP requirements | 100% | 1 |
| 2.3 | Program staff identify post-placement needs, tracking and referral measured by the percentage of cases where clients access appropriate post-placement services | 100% | 1 |
| 4.1 | Families stabilize financial status, member(s) are gainfully employed and in a position to fully enjoy life in the U.S. measured by the percentage of families achieving durable self-sufficiency (minimum of 450% above Federal Poverty level) | actual | 5 |

**Contractor Comments:**

## *2003e* Post Employment Vocational Skills Training (PPVST)

Contract Number SCori01002pev317

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients understand the consistency of the self-sufficiency goal within the MRRP service system measured by the percentage of clients referred to PEVST receiving a program orientation | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Clients receive their skills training instruction at the appropriate level in relation to their skills and needs measured by the percentage of clients receiving a skills assessment that identifies their competency level and any additional supports | 100% | 1 |
| 2.1 | Program has bilingual/bicultural staff capacity measured by the percentage of cases where program staff meet the bilingual/bicultural needs of the clients | 100% | 1 |
| 2.2 | Program staff is appropriately trained measured by the percentage of cases where services provided are in full compliance with MRRP requirements | 100% | 1 |
| 2.3 | Program is effectively coordinated with other MRRP services measured by the percentage of clients tracked and monitored on an on-going basis facilitating timely follow-up with additional services | 100% | 1 |
| 4.1 | Clients attain marketable skills measured by the percentage of job placed clients who retain and/or upgrade to better jobs and become less dependent on cash assistance | 70% | 0.6 |
| 4.2 | Families are no longer in need of cash assistance and become financially independent measured by the percentage of job placed whose families become self-sufficient | 50% | 0.6 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number scdmr22402240356

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number scdmr22402240357

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *AMSSa* Adoption Management/Product Based Adoption

Contract Number dss0995001855

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 1 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 71 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 25 |

| | | | |
|---|---|---|---|
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 66 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 50 |
| 2.1 | Number of children accepted for case management | Actual | 17 |
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 49 |

**Contractor Comments:**

## *FOSC* Contracted Foster Care/Family Residence

Contract Number 09950218618

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.87 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.9 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.83 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0.6 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0.25 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 1 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 0 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 18 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:** 2.7 There is no third party billing. N/A.

Contract Number 51800217836

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.78 |

| | | | |
|---|---|---|---|
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.86 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.84 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0.75 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 100 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 100 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 100 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0.25 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 100 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 100 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 100 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 100 |

| | | | |
|---|---|---|---|
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 0 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0.18 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 100 |

**Contractor Comments:** 2.7 There is no third party billing.

## *RESGb* Group Home Teen Pregnancy Program

Contract Number DSS09950218117

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.23 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.08 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0.08 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 100 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 100 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 20 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.31 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.23 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 1 |

| | | | |
|---|---|---|---|
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 1 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 452624 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 50292 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 471232 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 52359 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 1 |

**Contractor Comments:**

Contract Number DSS09950218215

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.1 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.99 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 21 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 30 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 7 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.19 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.4 |

| | | | |
|---|---|---|---|
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 1.8 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 0.71 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 279567 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 27956 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 308265 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 30826 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 0.91 |

**Contractor Comments:**

# Lynn Community Health, Inc. (042525066)

## 3176 Family Support

Contract Number 23502350306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number 23502350392

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.15 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.75 |

**Contractor Comments:**

## *3340* Combined Primary Care

Contract Number 33102802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | 0.76 |
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | 0.76 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.8 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.8 |
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 0.75 |
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 0.75 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | |
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual | 0.95 |
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual | 0.95 |

| | | | |
|---|---|---|---|
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% | 0.9 |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% | 0.9 |

**Contractor Comments:**

## *3375* WIC Nutrition

Contract Number 35022802017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9551 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9551 |

**Contractor Comments:** Staff shortages due to maternity leaves and the Peabody site moved it's location

## *3422a* School Based Health Centers(High & Middle Schl)

Contract Number 32102802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | All students in the school building have access to on-site comprehensive primary care measured by the number of students on the school campus who have at least one encounter with SBHC annually | Actual | 1484 |
| 2.2 | Enrolled students are assessed for physical, emotional and social well-being and anticipatory guidance provided measured by the percent of tobacco users among registered school health center users who receive counseling regarding the risks of tobacco use | 100% | 1 |

**Contractor Comments:**

## *3422b* School Based Health Centers (Elementary Schools)

Contract Number 32102088060

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | All students in the school building have access to on-site comprehensive primary care measured by the number of students on the school campus who have at least one encounter with SBHC annually | Actual | 415 |
| 2.1 | Enrolled students are assessed for physical, emotional and social well-being and anticipatory guidance provided measured by the number of registered users who are assessed annually for nutrition risk factors | Actual | 1 |
| 2.2 | Enrolled students are assessed for physical, emotional and social well-being and anticipatory guidance provided measured by the number of registered users who are assessed annually for safety risk factors | Actual | 1 |

**Contractor Comments:**

## *3428* HIV/AIDS Multi-Services in CHC

Contract Number 49322802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 800 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 24 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 256 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 75 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 155 |

**Contractor Comments:**

## *3430a* HIV/AIDS Client Services

Contract Number 49252802009

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 1 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 220 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 1500 | 1471 |

**Contractor Comments:** We had fewer clients but approximately the same number of units provided. Our budget was also reduced by $ 16,500.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 1400 | 1588 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 450 | 486 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 400 | 398 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 1500 | 1586 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 150 | 145 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *3467* Refgee Health

Contract Number 51890083999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Services are provided according to DPH protocol measured by the percentage of clients served according to protocol | 95% | 1 |
| 2.1 | Refugee Health services are appropriately billed soley to DPH | 100% | 1 |
| 2.2 | Services are language and culture appropriate and responsive measured by the percentage of cases where documentation of a medical interpreter or bilingual staff are available | 100% | 1 |
| 3.1 | Percentage of cases where services are provided within 60 days of refugee entry into the United State | 90% | 0.98 |

**Contractor Comments:**

# M.O.L.I.F.E., INC. (043283014)

## 2109/2110 Personal and Vocational Adjustment Training

Contract Number 70003410034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 0.8 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 0 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0.8 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 1 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 1 |
| 2.2 | Number of MCB consumers served annually | >900 | 6 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 9625.5 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 0.8 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number 25602560314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.98 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 25602560314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.97 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.97 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.99 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.99 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *Manet Community Health Center, Inc. (042646695)*

### *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.4 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.98 |

**Contractor Comments:**

### *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999-033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 2400 | 2896 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 869 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 238 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 659.5 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *Market Ministries, Inc (222489509)*

### *2839* Individual Shelters

Contract Number 34090025042

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 12000 | 9125 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 12000 | 9125 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 24000 | 18250 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 24000 | 18250 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 4890 | 3700 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 4890 | 3700 |

**Contractor Comments:**

# Martha's Vineyard Community Services, Inc. (042301598)

## 2143 Residential/Day (3 providers only)

Contract Number 41002701619

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 0.75 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.7 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## 2201a Evaluation

Contract Number 20072004260

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 10-12 | 10 |
| 2.1 | Number of people served measured by unduplicated count | 10-12 | 10 |

**Contractor Comments:**

## 2201d Job Support Services

Contract Number 20072004260

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 7-9 | 10 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 7-9 | 10 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 20-25 | 24 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 7-9 | 9 |

**Contractor Comments:**

## *3034* Community Support Clubhouse

Contract Number 53502005048

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 6 | 1 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 3 | 4 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 8 | 6 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 12 | 11 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 10 | 7 |

**Contractor Comments:** 1.1 Very low numbers of referrals from DMH during FY2002

## *3064* Outpatient Services (ch)

Contract Number 53502005070

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90 | 98 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 90 | 95 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 10 | 11 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number 53502005070

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 100 | 100 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 15 | 13 |

| | | | |
|---|---|---|---|
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 8 | 7 |

**Contractor Comments:**

## *3066* Individual & Family Flexible Support Srvs

Contract Number 53502005070

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90 | 99 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 90 | 100 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 25 | 26 |

**Contractor Comments:**

## *3146* CHMC-Continuing Care (Non-Inpatient)

Contract Number 53503005054

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists that are board certified divided by total number of psychiatrists) | 100 | 0 |
| 1.2 | Service provision is appropriately documented by clinicians measured by percentage (number of clinicians who meet all established documentation standards divided by total number of program clinicians) | 100 | 100 |

**Contractor Comments:** The Psychiatrist/Medical Director at Martha's Vineyard Community Services is board eligible, but not board certified.

## *3153* Residential Supports

Contract Number 25702570391

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 25702570321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 15 | 16 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 25 | 43 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | n/a | |

| | | | |
|---|---|---|---|
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** FY2002 measures from DMR do not match above. FY2001 program statistics used to complete the above.

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23241802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 90 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 25 |

**Contractor Comments:** The majority of clients treated in the 1st offender driver alcohol education program are not interested in referrals to aftercare services

## *3361* Sexual Assault Prevention and Survivor Services

Contract Number 34012802003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:** 2.1 -2.2 Notes: Multi agency & regional (multi-location) meetings can not always be accurately represented on ARF forms.

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23012802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 12.5 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 44.8 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 44 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 16.1 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 4.6 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 18.2 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 4.5 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## 3414 Youth Programs

Contract Number 23220802006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 125 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 23 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 255 |

**Contractor Comments:**

## 3449 Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Smoking Interventions

Contract Number 29042087075

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the number of smokers identified and counseled | 50 | 41 |
| 1.2 | Number of target priority population participating in program activities measured by the number of smokers receiving intensive treatment | 25 | 17 |
| 1.3 | Number of target priority population participating in program activities mesured by the number of target population participating in program activities | 500 | 450 |
| 2.1 | Development and uimplementation of an annual workplan measured by successful implementation of an annual workplan that addresses program components and standards described in the scope of services (1=yes, 2=no) | 1 (Yes) | 1 |

**Contractor Comments:** Staffing changes in FY02 resulted in lower than projected number of individuals served through this program.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29090087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 240 | 94 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 150 | 94 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 135 | 70 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 400 | 104 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 600 | 190 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** Staff vacancies in the Tobacco Treatment Specialist postion, as well as lower than projjected deman for Tobacco Treatment Services, resulted in actual performance lower than projected goals.

## *BWCPa* Battered Women & Children: Substance Abuse Shelter

Contract Number 09950219048

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 0 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 0 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 0 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 0 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 0 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:** We do not have this contract for Shelter

Contract Number 09950219048

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of referrals received from court personnel measured by actual number of referrals received from court personnel | Actual | 3 |
| 1.2 | Percentage of referrals received from court personnel measured by actual number of referrals received from court personnel divided by total number of referrals to the program | Actual | 75 |
| 1.3 | Number of referrals received from other domestic violence service providers measured by actual number of referrals received from other domestic violence service providers | Actual | 0 |
| 1.4 | Percentage of referrals received from other domestic violence service providers measured by actual number of referrals from domestic violence service providers divided by total number of referrals to the program | Actual | 0 |
| 1.5 | Number of referrals received from DSS measured by actual numbers of referrals received from DSS | Actual | 1 |
| 1.6 | Percentage of referrals received from DSS measured by actual number of referrals from domestic violence service providers divided by the total number of referrals to the program | Actual | 25 |
| 1.7 | Number of referrals received from others measured by actual number of referrals received from others | Actual | 0 |
| 1.8 | Percentage of referrals received from others measured by actual number of referrals received from others divided by the total number of referrals to the program | Actual | 0 |
| 2.1 | Number of safe supervised visits measured by actual number of safe supervised visits | Actual | 4 |
| 2.2 | Number of safe unsupervised visits measured by actual number of safe unsupervised visits | Actual | |
| 2.3 | Percentage of safe unsupervised visits measured by total number of safe unsupervised visits at the program divided by total number of safe supervised visits | Actual | |
| 2.4 | Number of safe neutral exchanges measured by actual number of safe neutral exchanges | Actual | |
| 3.1 | Number of participants in parenting groups for non-offending parents measured by actual number of participants in parenting groups for non-offending parents | Actual | 1 |
| 3.2 | Percentage of participants in parenting groups for non-offending parents measured by number of non-offending parents in the parenting groups divided by the number of non-offending parents in the program | Actual | 25 |

| | | | |
|---|---|---|---|
| 3.3 | Number of participants in parenting groups for offending parents measured by actual number of participants in groups for offending parents | Actual | 0 |
| 3.4 | Percentage of participants in parenting groups for offending parents measurd by actual number of participants in parenting groups for offending parents divided by the number of offending parents in the program | Actual | 0 |
| 4.1 | Number of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior | Actual | 1 |
| 4.2 | Percentage of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior dividedby total number of families in program | Actual | 25 |
| 4.3 | Number of families reveiving case management services measured by actual number of families receiving case management services | Actual | |
| 4.4 | Percentage of families reveiving case management services measured by actual number of families receiving case management services divided by total number of families in program | Actual | |
| 5.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 0 |
| 5.2 | Percentage of staff who speak multiple languages measured by actual number of staff who speak multiple languages divided by total number of staff | Actual | 0 |
| 5.3 | Number of non-English speaking families served measured by actual number of non-English speaking families served. | Actual | 0 |
| 5.4 | Percentage of non-English speaking families served measured by actual number of non-English speaking families served divided by total number of families served | Actual | 0 |
| 5.5 | Number of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services | Actual | 1 |
| 5.6 | Percentage of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services divided by total number of families served | Actual | 25 |
| 5.7 | Number of community-based initiatives participated in measured by actual number of community-based initiatives participated in | 0 | 0 |

**Contractor Comments:**

Contract Number 00050219239

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 32 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 0 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 0 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 5 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 100 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 3 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 100 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 2 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 100 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 275 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.09 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 100 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 30 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 1 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 33.3 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 5 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 5 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 5 |

**Contractor Comments:** 1.13 One (1) family left early - no exit interview
1.19 Possible duplication becuase unduplicated count was quarterly

Contract Number 50009135035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 80 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 80 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 80 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 16 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 16 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 16 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** Questionaires ar returned to OCCS, we don't see them at MVCS.

## *CHCY* Supportive Child Care

Contract Number 52100045033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 30 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 30 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 30 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 8 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 8 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 8 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 8 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 8 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

# Martin Luther King, Jr. Community Center, Inc. (042647035)

## 3059 Community Rehabilitation Support

Contract Number 13401001158

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 72% | 0.73 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 85% | 0.1 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 75% | 0.71 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 40 | 46 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 24 | 3401 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 47 | 7252 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 20 | 605 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 10 | 24 |

**Contractor Comments:**

## 3176 Family Support

Contract Number 21402140301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 0.5 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3426* Adolescent Services (CHINS)

Contract Number 23172934008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increased knowledge of ATOD risks among youth and family measured by the percentage of clients who complete the program | Actual | 0.8 |
| 1.2 | Decreased ATOD use by youth and/or family measured by the percentage of clients who report no ATOD use at discharge from the program | Actual | 0.25 |

| | | | |
|---|---|---|---|
| 1.3 | Increased awareness of HIV/STD risk and risk of teen pregnancy measured by the number of youths receiving risk reduction materials based on monthly reports | Actual | 0 |
| 1.4 | Improved school performance measured by the percentage of clients who report improved grades, increased and consistent school attendance, reported annually | 0 | 0 |
| 1.5 | Decrease in or lack of illegal behaviors measured by the number of youths who complete the program and decrease illegal behaviors based on MIS data | 0 | 0 |
| 2.1 | Number of psycho-educational class sessions | Actual | 12 |
| 2.2 | Average number of youth in attendance at psycho-educational classes(number of youth at each session divided by number of sessions) | Actual | 0.66 |
| 2.3 | Number of youth participating in Youth Intervention Activities Group (unduplicated count) | Actual | 8 |
| 2.4 | Number of Family Educational class sessions | Actual | 12 |
| 2.5 | Average number of parents in attendance at educational classes (number of parents at each session divided by number of sessions) | Actual | 0.41 |

**Contractor Comments:**

## *3438* Teen Challenge Fund

Contract Number 32141802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 50 | 78 |
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 12 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 9 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 12 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 100 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 10009131034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 10400041015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.5 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0.5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.5 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.5 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

## *Mass Association of Portuguese Speakers, Inc. dba MAPS (042596270)*

### *3315* 1st Offender Driver Alcohol Education

Contract Number 12345656765

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 10 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 10 |

**Contractor Comments:**

### *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.5 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.85 |

**Contractor Comments:**

### *3343* HIV/AIDS Prevention & Education

Contract Number 49352802022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 97 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 234 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 2435 |

**Contractor Comments:**

## *3381* Chronic Disease Prevention

Contract Number 41131820203

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | % of contacts with MDPH funded and community based education and outreach programs (as defined in the contract) | 100% | 0.99 |
| 2.2 | # of educational activities provided on chronic disease and related risk factors | actual | 3213 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 123432123

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

Contract Number 23011802035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.85 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.81 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.8 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.9 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.95 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.99 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.43 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.46 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.48 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.2 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 29052143095

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 0.8 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0.85 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 1135 |

**Contractor Comments:**

## *3428* HIV/AIDS Multi-Services in CHC

Contract Number 49332802021

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 564 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 543 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 765 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 432 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 548 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 12314567654

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 1 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 1 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 1 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 1 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 1 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 12345678901

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 12 | 12 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 12 | 12 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 12 | 12 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 12 | 12 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 12 | 12 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *3486* Batterer Intervention

Contract Number 34092025047

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 1254 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.76 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 432 |
| 2.2 | Increase the number of referrals to victim’s services by certified batterer intervention services measured by the annual number of referrals | Actual | 324 |

| | | | |
|---|---|---|---|
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 321 |

**Contractor Comments:**

# Mass. Job Training, Inc. (042652922)

## 2833a Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508529YP008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 18 | 15 |
| 2.1 | Enrollments | 20 | 20 |

**Contractor Comments:**

Contract Number 508529YP013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 30 | 28 |
| 2.1 | Enrollments | 35 | 33 |

**Contractor Comments:**

Contract Number 508529YP017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 22 | 22 |
| 2.1 | Enrollments | 35 | 39 |

**Contractor Comments:**

Contract Number 508529yp038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 27 | 27 |
| 2.1 | Enrollments | 38 | 38 |

**Contractor Comments:**

## 2834 Supported Work

Contract Number 408522SUP05

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 47 | 40 |
| 1.1 | Number of FY 02 Worksite Placements | 47 | 40 |
| 1.2 | Number of FY 02 Job Placements | 40 | 39 |
| 1.2 | Number of FY 02 Job Placements | 40 | 39 |
| 2.1 | FY 02 Enrollments | 102 | 102 |
| 2.1 | FY 02 Enrollments | 102 | 102 |

**Contractor Comments:**

Contract Number 40852SW0004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 42 | 35 |
| 1.1 | Number of FY 02 Worksite Placements | 42 | 35 |
| 1.2 | Number of FY 02 Job Placements | 35 | 26 |
| 1.2 | Number of FY 02 Job Placements | 35 | 26 |
| 2.1 | FY 02 Enrollments | 84 | 75 |
| 2.1 | FY 02 Enrollments | 84 | 75 |

**Contractor Comments:**

Contract Number 40852SW0014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 40 | 37 |
| 1.1 | Number of FY 02 Worksite Placements | 40 | 37 |
| 1.2 | Number of FY 02 Job Placements | 31 | 31 |
| 1.2 | Number of FY 02 Job Placements | 31 | 31 |

| | | | |
|---|---|---|---|
| 2.1 | FY 02 Enrollments | 77 | 75 |
| 2.1 | FY 02 Enrollments | 77 | 75 |

**Contractor Comments:**

Contract Number 40852SW0018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 21 | 20 |
| 1.1 | Number of FY 02 Worksite Placements | 21 | 20 |
| 1.2 | Number of FY 02 Job Placements | 20 | 13 |
| 1.2 | Number of FY 02 Job Placements | 20 | 13 |
| 2.1 | FY 02 Enrollments | 30 | 28 |
| 2.1 | FY 02 Enrollments | 30 | 28 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 20009132019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 19 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 19 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 19 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.77 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.77 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.77 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 10 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 10 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 10 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |

**Contractor Comments:**

1.4a/b. - All parents receive information regarding the center, its policy, and health and safety requirements. Child Care subsidy options are also discussed. Parents are referred to the local Child Care Resources for an in depth assessment of Child Care subsidy options that are available.

# *Massachusetts Adoption Resource Exchange, Inc. (042227431)*

## *AMSSc* Adoption Management & Support

Contract Number 09920219304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of children registered with MARE | Actual | 360 |
| 1.10 | Percentage and name of any children registered for longer than one year. Information to be updated monthly. | Actual | 37 |
| 1.11 | Number of meetings held monthly for MARE liaisons and private agency or DSS staff members at each area/regional/agency office. Meeting location to be identified | Actual | 4 |
| 1.2 | Percentage of registered children with completed profiles, including a photo | Actual | 70 |
| 1.3 | Percentage of registered children whose profiles and photos were completed within 60 days of the intitial referral updated monthly | Actual | 0 |
| 1.4 | Number and names of registered children each month by area/region/agency | Actual | 224 |
| 1.5 | Percentage of legally appropriate children who are featured in the photo listing updated monthly | Actual | 55 |
| 1.6 | Number and names of all children, waiting families, and social workers attending each recruitment event | Actual | 1134 |
| 1.7 | Number and names of children with matches identified during or as a result of each event | Actual | 22 |
| 1.8 | Number of children placed as a result of each event determined by the removal of their name from the listing of waiting children | Actual | 21 |
| 1.9 | Number and type of inquiries resulting from each event, media recruitment, or other activities identified by each activity | Actual | 3993 |

**Contractor Comments:**

1.10 Additional detail is available on request.
1.11 This represents the average number of monthly meetings, additional detail is available on request.
1.3 Information is not available.
1.4 This represents the total number of children registered in fy ended june 30, 2002, additional detail is available on request.
1.6 This represents the total number attending these events, additional detail is available on request.
1.7 This represents the total number of matches from these events, additional detail is available on request.
1.8 This represents the total number of children placed from these events, additional detail is available on request.
1.9 This represents the total number of inquiries, additional detail is available on request.

# Massachusetts Association for the Blind, Inc (042109859)

## 2152a Peer Support

Contract Number SCMCB40002400009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Peer Support participants are better able to participate in the life of family, friends and/or community measured by percentage reported on survey (total # self-reporting improvement in ability to participate ( total # of participants surveyed) | 80% | 0.652 |
| 1.2 | Peer Support participants are more in control of making important life decisions measured by percentage reported on survey ( total # self-reporting improvements in decision-making ( total # of participants surveyed) | 70% | 0.664 |
| 1.3 | Peer Support participants are more confident in their ability to perform activities that were given up due to vision loss measured by percentage reported on survey (total # self-reporting that they are performing activities previously given up ( total # | 70% | 0.688 |
| 1.4 | Peer Support participants gain knowledge about blindness and resources and programs within their communities measured by percentage reported on survey (total # who report knowledge gain ( total # of participants surveyed) | 80% | 0.854 |

**Contractor Comments:** Peer Support group participants are frail and elderly. They are frequently isolated and do not have family supports.

## 3049 Adult Residential Services

Contract Number SCDMH33102003222

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 100% | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100% | 1 |

**Contractor Comments:** 1.2 No psychitric hospitalizations for FY 2002.
1.3 No hospitalizations in psychitric facilities for FY 2002.

## *3153* Residential Supports

Contract Number SCDMR26502650310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number SCDMR26503650320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0.75 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100% | 0.25 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |

**Contractor Comments:** Some consumers prefer facility based work.

DMR instructions for completing this form require that consumers in congregate settings be included in 1.1.

## *3177* Individual Support

Contract Number SCDMR26502650311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# May Institute, Inc. (042197449)

## 2109/2110 Personal and Vocational Adjustment Training

Contract Number 70002410034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 1 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 0 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 0 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 0 |
| 2.2 | Number of MCB consumers served annually | >900 | 1 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 0 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 1 |

**Contractor Comments:** Contract is only for one consumer. Zero is indicated where measure is non-applicalble for this consumer.

## 2201a Evaluation

Contract Number 20072004275

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 20 | 2 |

| | | | |
|---|---|---|---|
| 2.1 | Number of people served measured by unduplicated count | 20 | 2 |

**Contractor Comments:** 1.1 Actual Performance due to lack of referrals.
2.1 Actual Performance due to lack of referrals.

Contract Number 20072004279

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 0 | 0 |
| 2.1 | Number of people served measured by unduplicated count | 0 | 0 |

**Contractor Comments:** 1.1 Non applicable.
2.1 Non applicable.

## *2201b* Work Adjustment Training

Contract Number 20072004275

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 100% | 1 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 1 | 1 |
| 2.1 | Number of individuals served measured by unduplicated count | 1 | 1 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 1 | 0 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 1 | 0 |

**Contractor Comments:** 4.1 Actual Performace due to consumer transferring into EEP program.

Contract Number 20072004279

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 0 | 0 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 0 | 0 |
| 2.1 | Number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 0 | 0 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:**
1.1 Non applicable.
1.2 Non applicable.
2.1 Non applicable.
4.1 Non applicable.
4.2 Non applicable.

## *2201c* Skills Training

Contract Number 20072004275

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 0 | 0 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 0 | 0 |
| 2.1 | Total number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 0 | 0 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:** No consumers were referred for Skills Training.

Contract Number 20072004279

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 0 | 0 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 0 | 0 |
| 2.1 | Total number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 0 | 0 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:**

1.1 Non applicable.
1.2 Non applicable.
2.1 Non applicable.
4.1 Non applicable.
4.2 Non applicable.

## *2201d* Job Support Services

Contract Number 20072004275

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 20 | 3 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 10 | 3 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 11 | 11 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 10 | 3 |

**Contractor Comments:** 1.1 Actual performance of 3 due to lack of referrals, and some consumers choosing not to be placed in competitive employment.
1.2 See comment for 1.1.
4.1 See commnet for 1.1.

Contract Number 20072004279

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 0 | 0 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 0 | 0 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:**
1.1 Non applicable.
1.2 Non applicable.
2.1 Non applicable.
4.1 Non applicable.

## *2205* Employment Services

Contract Number 20072031094

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.73 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 5 | 5 |
| 2.1 | Number of individuals served (unduplicated count) | 19 | 19 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 21 | 29 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 5 | 5 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 19 | 18 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 19 | 18 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 19 | 19 |
| 4.4 | Number of individuals that are referred out for placement services | 5 | 3 |

**Contractor Comments:** 1.2 Actual Performance due to vacations and time off due to illness.

## *3034* Community Support Clubhouse

Contract Number 53102005011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 30 | 30 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 35 | 25 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 25 | 17 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 20 | 18 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 25 | 17 |

**Contractor Comments:**

Contract Number 53202005020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 17 | 25 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 16 | 13 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 12 | 8 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 10 | 25 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 10 | 4 |

**Contractor Comments:**

Contract Number 53302005033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 50 | 100 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 30 | 27 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 40 | 42 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 35 | 39 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 35 | 44 |

**Contractor Comments:**

Contract Number 53502005049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 12 | 12 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 12 | 11 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 14 | 15 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 15 | 14 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 12 | 12 |

**Contractor Comments:**

Contract Number 53502005050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 30 | 37 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 50 | 43 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 28 | 25 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 90 | 95 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 27 | 25 |

**Contractor Comments:**

## *3036* Services for Education & Employment (SEE)

Contract Number 43302004055

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 20 | 4 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 20 | 4 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 28 | 14 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 25 | 14 |

**Contractor Comments:**

Contract Number 53202005021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 25 | 17 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 27 | 22 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 12 | 7 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 13 | 7 |

**Contractor Comments:**

## *3048* Respite Care Services

Contract Number 53302005032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 100% | 0.81 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 90% | 0.88 |

**Contractor Comments:** Re-admission to Inpatient
Arrests
Medical Discharges
AWA

## *3049* Adult Residential Services

Contract Number 53202005095

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 35 | 38 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 6.3 | 8 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 6.3 | 0.06 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85 | 97 |

**Contractor Comments:** A factor that may skew the actual percentages would be that most of the psychiatric hospital admissions and Hospital diversion admissions refer to repeated admission of two specific clients.

## *3050* Outpatient

Contract Number 53102005013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 90 | 89 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 100 | 100 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95 | 100 |

| | | | |
|---|---|---|---|
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 8 | 9 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 0 | 0 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 28 | 28 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 0 | 0 |

**Contractor Comments:**

Contract Number 63302006146

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 85% | 0.82 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 1 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95% | 1 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 30 | 16 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 10 | 9 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 170 | 118 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 75 | 32 |

**Contractor Comments:**

## *3053* Social Club

Contract Number 63302006115

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 4000 | 4844 |
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 4000 | 4844 |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | 25% | 0.38 |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | 25% | 0.38 |
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | 85% | 1 |

**Contractor Comments:** Please review how 1b gets calculated as it does not seem to accurately capture participation. Our average daily attendance rose from 18 consumers in the first month of the reporting period to 25 consumers reporting in the last month of the reporting period.

## *3059* Community Rehabilitation Support

Contract Number 53102005013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 90 | 83 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 100 | 100 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95 | 95 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 275 | 131 |

| | | | |
|---|---|---|---|
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 691 | 3452 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 4428 | 12075 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 679 | 2582 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1603 | 6045 |

**Contractor Comments:**

Contract Number 63302006146

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 75% | 0.82 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 80% | 0.93 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95% | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 161 | 170 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

| | | | |
|---|---|---|---|
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:** Program Outputs: When contract became unite rate, the units measured changed and became the following:
Direct General Rehabilitation and Support Services:
Goal:9358 Acutal: 8785 units
Indirect General Rehabilitation and Support Services:
Goal:6456 Acutal: 15143.5 units
Direct Assistance with Medication Services:
Goal:520 Acutal: 915 units
Indirect Assistance with Medication Services:
Goal:130 Acutal: 294.5units

## *3064* Outpatient Services (ch)

Contract Number 53302005038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90% | 1 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 87% | 1 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 38 | 17 |

**Contractor Comments:** A total of 134 individuals were served through outpatient services, however, only 17 were without insurance, makin them eligible for this portion of the contract.

## *3065* Community and School Support

Contract Number 53302005038

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 0 | 0.79 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 37 | 47 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 36 | 35 |

**Contractor Comments:**

1.2 Non applicable.
1.3 Non applicable.
2.1 Non applicable.
2.1a Non applicable.
2.1b Non applicable.

## *3066* Individual & Family Flexible Support Srvs

Contract Number 53302005038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90% | 0.93 |

| | | | |
|---|---|---|---|
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 87% | 0.83 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 220 | 88 |

**Contractor Comments:** 1.2 Of those discharged, 100% reported increased competence in managing their children's behavior.
2.1 The goal for the number of families was never modified as had been discussed. The number has consistenly been an overestimate. Because only DMH-eligible children are counted in the number served, it is likely that the goal is not realistic. For FY02, Childrens' Services provided care to 134 children and families.

## *3068* Day Services (children & adolescents)

Contract Number 53102005017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 90% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 90% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 90% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 90% | 0.92 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 90% | 0.92 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 90 | 92 |

| | | | |
|---|---|---|---|
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 92 | 92 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 92 | 92 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 64 | 19 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 18 | 14 |

**Contractor Comments:**

Contract Number 62102006011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85 | 100 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 0 | 0 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 0 | 0 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 80 | 80 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 0 | 0 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 00 | 0 |

| | | | |
|---|---|---|---|
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 70 | 70 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 0 | 0 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 16 | 15 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 7 | 8 |

**Contractor Comments:**

## *3132* Comprehensive Psychiatric Services

Contract Number 53302005034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists who are board certified divided by total number of psychiatrists | 100% | 1 |
| 4.1 | Direct care staff spend a specified percentage of their time doing direct face-to-face contact measured by number of hours staff had face-to-face contact divided by (40 hours times number of FTEs) | 75% | 0.816 |

**Contractor Comments:**

Contract Number 53502005055

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists who are board certified divided by total number of psychiatrists | 100% | 1 |
| 4.1 | Direct care staff spend a specified percentage of their time doing direct face-to-face contact measured by number of hours staff had face-to-face contact divided by (40 hours times number of FTEs) | 75% | 0.851 |

**Contractor Comments:**

Contract Number 54202005116

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists who are board certified divided by total number of psychiatrists | 100 | 100 |
| 4.1 | Direct care staff spend a specified percentage of their time doing direct face-to-face contact measured by number of hours staff had face-to-face contact divided by (40 hours times number of FTEs) | 30 | 54.8 |

**Contractor Comments:**

## *3146* CHMC-Continuing Care (Non-Inpatient)

Contract Number 53502005047

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists that are board certified divided by total number of psychiatrists) | 100% | 1 |
| 1.2 | Service provision is appropriately documented by clinicians measured by percentage (number of clinicians who meet all established documentation standards divided by total number of program clinicians) | 100% | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 21202120307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21402140396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21602160355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22202220318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23202320376

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23502350382

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23802380328

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25702570315

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25702570334

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26002600306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26002600307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26602660312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26802680375

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26802680385

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 21202120324

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

Contract Number 25702570395

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 70% | 0.7 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 70% | 0.7 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 50% | 0.65 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 50% | 0.65 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 0.63 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 0.63 |

**Contractor Comments:**

Contract Number 26002600308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23202320376

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |

**Contractor Comments:**

Contract Number 23502350382

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 100 | 100 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |

**Contractor Comments:**

Contract Number 25702570396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 90% | 0.89 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 33% | 0.38 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 10% | 0.11 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 40 | 48 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 14 | 9 |

**Contractor Comments:** Goal 1.2 not addressed in this fiscal year.

Contract Number 26002600302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 42% | 0.5 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 25 | 25 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 50 | 50 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 25 | 25 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 58 | 25 |

**Contractor Comments:**

Contract Number 26002600312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |

**Contractor Comments:**

Contract Number 26702670357

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 33% | 0.17 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 33% | 0.17 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 17% | 0.17 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 17% | 0.17 |

**Contractor Comments:** 1.2 Consumers chose not to participate in community employment.
1.3 Consumers chose not to participate in group supported employment.

Contract Number 26802680376

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 22002200363

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 0 | 0 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 65% | 0.8 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 0.8 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 21402140396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 21602160355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36011005173

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.65 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.65 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:**

Contract Number 36012005999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.65 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.65 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:**

## *3415* EI Autistic

Contract Number 36010005999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Intensive programs are available to all children with ASD in timely manner measured by the percentage of children beginning service in less than thirty days between referral to Intensive Home Visiting Program and initiation of service | 75% | 1 |
| 2.2 | Program collaborates with other service providers measured by the percentage of children with documentation of at least one monthly contact with collaborator in child's record | 85% | 0.79 |

**Contractor Comments:**

# Mental Health and Retardation Center of Cambridge and Somerville, Inc. (51

## CHCX — Income Eligible Child Care

Contract Number 40009134049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 27 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 27 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 27 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.82 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.82 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.82 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 30 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 30 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 30 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 30 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 30 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 30 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# *Mental Health and Substance Abuse Services of the Berkshires (042081870)*

## *3036* Services for Education & Employment (SEE)

Contract Number 13102001035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 15 | 17 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 20 | 19 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 20 | 15 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 40 | 35 |

**Contractor Comments:**

## *3037* Day Rehabilitation

Contract Number 13102001033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 5000 | 4929.17 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 75 | 85 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 30 | 13 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 25 | 13.5 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 25 | 10 |

**Contractor Comments:**

## *3048* Respite Care Services

Contract Number 13102001038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 95 | 100 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 90 | 97 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 13102001129

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 88 | 68 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 8.00 | 8.79 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 8 | 0.15 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 95 | 100 |

**Contractor Comments:**

## *3050* Outpatient

Contract Number 21102110121

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 90 | 96 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 85 | 85 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 85 | 95 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 0 | 0 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 350 | 378 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 1500 | 1673 |

**Contractor Comments:**

## *3057* Juvenile Court Clinic Forensic Services

Contract Number 82102008054

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Staff clinicians are licensed measured by percentage (number of licensed staff clinicians divided by total number of staff clinicians) | 75% | 1 |
| 1.2 | 12e hospitalizations decrease through use of diversion or alternative programs measured by percentage (number of 12e hospitalizations divided by total nunmber of 12e hospitalizations in base year) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.1 | Evaluations are completed by the established due date measured by percentage (number of evaluations completed by the established due date divided by the total number of evaluations requested) | 100% | 1 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 13102001037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 90 | 99 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 85 | 100 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 85 | 87 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 450 | 470 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 25000 | 27657 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 6500 | 6385.5 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 4500 | 4974 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2500 | 2661.5 |

**Contractor Comments:** 2.2A - 2.2D REFLECT NEW EASURES AS OF 6/29/00
2.2A - DIRECT GENERAL REH. SUPPORT
2.2B - INDIRECT GENERAL REH. SUPPORT
2.2C - DIRECT ASSISTANCE WITH MEDICATION
2.2D - INDIRECT ASSISTANCE WITH MEDICATION

## *3068* Day Services (children & adolescents)

Contract Number 13102001044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 80 | 100 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 80 | 100 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 80 | 100 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 85 | 50 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 85 | 50 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 85 | 50 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 85 | 50 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 85 | 71 |

| | | | |
|---|---|---|---|
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 44 | 77 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 22 | 3.66 |

**Contractor Comments:** THERE IS A DEFECT IN THE TEXT QUESTION 1.1, 1.1A, 1.1B - SAME QUESTION

1.2, 1.2A - SAME QUESTION

## *3079* Child/Adolescent Residential Services

Contract Number 13102001131

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90 | 96 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 93 | 76 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 87 | 100 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 90 | 100 |

**Contractor Comments:** 1.2 EIGHT CHILDREN WERE REFERRED TO MORE INTENSIVE SERVICES BEFORE THEY REACHED PSTP GOALS.

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23242302999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 91.6 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 45 |

**Contractor Comments:**

Contract Number 36012005174

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.678 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.678 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.67 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.67 |

**Contractor Comments:**

2.1 - THIS % REFLECTS THE INABILITY TO COMPLETE THE IFSP WITHIN 45 DAYS DUE TO FAMILY CANCELLATIONS.

2.3 - THE DEPARTMENT OF PUBLIC HEALTH DOES NOT REQUIRE PROGRAMS TO TRACK THIS INFORMATION FORMALLY.

Contract Number 36012005999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.678 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.678 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |

| | | | |
|---|---|---|---|
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.67 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.67 |

**Contractor Comments:** 2.1 - THIS % REFLECTS THE INABILITY TO COMPLETE IFSP WITHIN 45 DAYS DUE TO FAMILY CANCELLATIONS.

2.3 - THE DEPARTMENT OF PUBLIC HEALTH DOES NOT REQUIRE PROGRAMS TO TRACK THIS INFORMATION FORMALLY.

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 38.1 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 50.6 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 49.8 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 39.1 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 11 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 1 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 5.1 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 45 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 12.9 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** LESS THAN .1% OF CLIENTS RECEIVE COMPULSIVE GAMBLING TREATMENT SERVICES PER THE ANNUAL REPORT.

Contract Number 23042802001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 60.3 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 60.3 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 61.9 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 61.9 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 11 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 11 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.37 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.37 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 20.5 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 20.5 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 57.5 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 57.5 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 28.8 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 28.8 |

**Contractor Comments:**

Contract Number 23042939999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 60.3 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 60.3 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 61.9 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 61.9 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 11 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 11 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.37 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.37 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 20.5 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 20.5 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 57.5 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 57.5 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 28.8 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 28.8 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 23112802001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 95 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 69.7 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 75 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 100 |

**Contractor Comments:** 1.2 INCLUDES WORK AT SCHOOL

Contract Number 23112805035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 95 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 69.7 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 75 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 100 |

**Contractor Comments:** 1.2 INCLUDES WORK AT SCHOOL

## *3414* Youth Programs

Contract Number 23212802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 37.7 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0.4 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 1701 |

**Contractor Comments:**

## *3486* Batterer Intervention

Contract Number 34092025051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 100 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.75 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 90 |

| | | | |
|---|---|---|---|
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 100 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 100 |

**Contractor Comments:** 2.1 WE SERVED 116 CLIENTS BETWEEN 7-00 AND 6-01
WE SERVED 90 CLIENTS BETWEEN 7-01 AND 6-02

## *8010* Guardianship/Conservatorship

Contract Number 03642210082

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services Guardianship clients (open cases) are evaluated in a timely manner (at least monthly) consisentt with standards measured by percentage (total # of open cases that received all required monthly visits divided | Actual | 100 |
| 2.1 | % of cases closed wihtin 120 days after the death of a client (total # of cases closed within 120 days of the death of a client divided by total # of cases closed in the fiscal year due to the death of a client) | Actual | 80 |
| 2.2 | % of cases in where the annual accounting is made to the court on time (total # of cases where the annual accounting was made to the Court on time divided by the total # of cases which required an annual accounting to the court during the fiscal year | Actual | 100 |

**Contractor Comments:**

# Mental Health Association of Greater Lowell, Inc. (042180222)

## 3049 Adult Residential Services

Contract Number 331023003212

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 63 | 87 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 4.4 | 6.3 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1.9 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 100 |

**Contractor Comments:** Measure 1.2: impacted by new clients admitted to program with more challenging behaviors (Borderline Personality Disorder). We will address this issue with Area Office and seek to revise future goals.

Measure 1.3: No clients were hospitalized in substance abuse facilities during the reporting period.

## 3153 Residential Supports

Contract Number 23102310307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23102310322

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Measure 1. Our agency has received a two year certification from the Office of Quality Management.

# Mental Health Association, Inc. (046197938)

## 2226a SHIP Residential Services

Contract Number 20072007109

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 12 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 12 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 1 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 1 |

**Contractor Comments:**

Contract Number 20072007171

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 12 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 12 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 1 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 1 |

**Contractor Comments:**

## *3039* Homeless Support Services

Contract Number 12102001163

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 66% | 0.85 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 100% | 1 |

**Contractor Comments:**

Contract Number 13402001080

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 100% | 0.74 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 0 | 0 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 12102001163

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 50% | 0.5 |

| | | | |
|---|---|---|---|
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 2.18 | 2.18 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .85 | 0.85 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 94% | 1 |

**Contractor Comments:**

Contract Number 12102001164

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.67 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3.75 | 8.2 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 3.75 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 83% | 1 |

**Contractor Comments:**

Contract Number 13402001138

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 0.63 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 15 | 7.6 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 10 | 0.86 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

Contract Number 13502001155

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.57 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 15 | 6.4 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 8 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 21402140309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21502150397

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 21402140304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 23111ES2061

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.65 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 1 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 1.2 AND 2.1 ARE NOT APPLICABLE

# Mental Health Resources Plus, Inc. (042512328)

## 3034 Community Support Clubhouse

Contract Number 33202003064

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 27 | 27 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 50 | 63 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 18 | 19 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 10 | 21 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 14 | 18 |

**Contractor Comments:**

Contract Number 33302003083

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 33 | 32 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 45 | 33 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 20 | 16 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 25 | 28 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 10 | 9 |

**Contractor Comments:**

# Meridian Associates for Programs and Resources, Inc. (042681676)

## 2201b Work Adjustment Training

Contract Number SCMRC20070004109

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 30 | 65 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 30 | 65 |
| 2.1 | Number of individuals served measured by unduplicated count | 30 | 65 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 0 | 65 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 15 | 21 |

**Contractor Comments:**

Contract Number SCMRC20072004239

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 65 | 201 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 100 | 201 |
| 2.1 | Number of individuals served measured by unduplicated count | 100 | 201 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 75 | 106 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 60 | 52 |

**Contractor Comments:**

## 3037 Day Rehabilitation

Contract Number 13102001036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 20 | 1476 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 95% | 0.57 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 80% | 0.33 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 75% | 0.33 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 40% | 0.24 |

**Contractor Comments:** 1.1 goal computed the wrong way
1.2 - 1.5 Most clients in program have experienced successful completion of goals. The actual performance reflects individuals trying to meet more complex rehabilitation goals. Goals need to be adjusted to reflect this.

## 3049 Adult Residential Services

Contract Number 13102001140

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 0.52 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 1.5 | 4.3 |

| | | | |
|---|---|---|---|
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0.5 | 0.1 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.88 |

**Contractor Comments:** 1.1 This performance is low because many individuals are in an area of recovery that has higher expectations which makes the objective more difficult and takes more time to meet.

## *3153* Residential Supports

Contract Number 21102110376

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21502150375

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 21102110306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 15 | 0.18 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 15% | 0.12 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5% | 0.1 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 80% | 0.68 |

**Contractor Comments:** Several people had set backs this year requiring additional supports and interrupting employment status.
47 individuals were counted for this audit.

## 3177 Individual Support

Contract Number 21102110377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |

| | | | |
|---|---|---|---|
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** 1 - N/A

# MERRIMACK RIVER COMMUNITY CHILD CARE, INC. (042873703)

## CHCX — Income Eligible Child Care

Contract Number 30002133014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 1 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 1 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 1 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 30902043007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** 1.3 In FY02 there were no unenrolled days. Of 1300 days(260 sevice days times 5 slots) there were 31 referral days, which computes to less tnan one percent vacancy.
1.4 through 1.7 Individual service plans as indicated for each child enrolled in supportive center based pre-school have been completed and are on file at the center. Monthly reports are sent to DSS social workers. Contact is made through weekly faxes and phone calls from the center to DSS. Parents are kept abreast of all happenings through phone calls and notes.

# *MetroWest Center for Independent Living (042955399)*

## *2215b* Independent Living Centers: Peer Counseling/Skills Training

Contract Number 20072006111

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Advocacy Services: Percentage of individuals who chose and meet the goal of attaining increased skills in self advocacy/empowerment | 30% | 0.3 |
| 2.1 | Information & Referral : Number of units (hours) of I&R calls | Negotiated | 2846 |
| 2.10 | Advocacy Services: Number of units of individual advocacy services provided | Negotiated | 105 |
| 2.11 | Advocacy Services: Number of units (hours) of community and systems advocacy | Negiotiated | 1880 |
| 2.2 | Information & Referral : Number of calls received from PWD's | Actual | 0 |
| 2.3 | Information & Referral : Number of calls received from community members | actual | 0 |
| 2.4 | Skills Training : Number of units (hours) of skills training | Negotiated | 438 |
| 2.5 | Skills Training: Number of individuals receiving skills training services | actual | 70 |
| 2.6 | Peer Counseling : Number of units (hours) of peer counseling | Negotiated | 447 |
| 2.7 | Peer Counseling: Number of individuals receiving peer counseling | Actual | 67 |
| 2.8 | Advocacy Services: Number of advocacy skills groups | Negotiated | 4 |
| 2.9 | Advocacy Services: Number of individuals served through individual advocacy services | actual | 7 |
| 4.1 | Information & Referral: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 5 (information to live more independently?) | 50% | 0.85 |
| 4.2 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #7 (how well did ILC….peer counseling) | 25% | 0.89 |

| | | | |
|---|---|---|---|
| 4.3 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #6 (staff support you….own decisions?) | 50% | 0.89 |
| 4.4 | Skills Training: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #8 (provide….increased ability to live independently?) | 25% | 0.66 |
| 4.5 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 9b (increase ability to represent self) | 35% | 0.71 |
| 4.6 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #10a (center represents your interests) | 45% | 0.63 |

**Contractor Comments:** MWCIL's current data collection system, IDMS, is currently unable to produce a report which breaks down I&R calls into the sub-categories of calls received from PWD's and calls received from community members. We are working with the software developer to resolve the problem

# MetroWest Latin American Center, Inc. (042636327)

## 3343 HIV/AIDS Prevention & Education

Contract Number 49351802029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 65 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 85 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 1154 |

**Contractor Comments:**

## 3430a HIV/AIDS Client Services

Contract Number 49252802082

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 112 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 116 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 116 | 1874 |

**Contractor Comments:**

## CHCX Income Eligible Child Care

Contract Number 40080134014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 38 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 36 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 36 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 36 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 36 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 36 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 36 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |

**Contractor Comments:**

# *MicroTek, Inc. (042775290)*

## *3168* Employment Services

Contract Number 21502150340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |

**Contractor Comments:**

# Middlesex Human Service Agency, Inc. (042626387)

## 2839 Individual Shelters

Contract Number 40922110037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 700 | 869 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 700 | 869 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 100% | 0.95 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 100% | 0.95 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100% | 0.75 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100% | 0.75 |

**Contractor Comments:**

2.1 The statistic is UNDUPILCATED numbers.
2.3 MHSA closed its' Detox program which resulted in an increase in the number of individuals seeking detox services.

There was also an increase in the number of available appropriate referral sources due to this increased demmand.

The lack of available affordable housing is very much a factor.

Contract Number 40922111037

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 200 | 216 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 200 | 216 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 100% | 0.96 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 100% | 0.96 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100% | 0.8 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 100% | 0.8 |

**Contractor Comments:**

2.1 Numbers are UNDUPLICATED. The number of women seeking shelter beds is on the rise. Our numbers are higher than last year.

2.3 There is an increased need for more appropriate referral sources for women. The available resources are stretched to the limit.

## *2901a* Family Shelters

Contract Number 509220030FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 15 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 15 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 17,520 | 16644 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 17,520 | 16644 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |

| | | | |
|---|---|---|---|
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**
2.1 Affordable permanent housing is all but non-existent.
2.2 Nutritionally balanced meals are prepared on site.
2.3 The number of homeless families is the largest, fastest growing homeless population.
2.4 Family Life Advocacy Plans are developed and maintained for each family on a timely basis.

Contract Number 509220031FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 9 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 9 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 The turnover rate was higher than usual, with many placements far outside our typical service area.

2.2 Food is provided for all meals during the guests' stay. Guests often prepare their own meals and occasionally share the responsibility of preparing their evening meal. Since it is the responsibility of the guests to prepare their own meals, it is difficult to measure accurately the number of meals consumed on a daily basis.

2.3 The total number of bed nights delivered was 2,190.

2.4 A Family Life Advocacy Plan is routinely done within the first wee. If a family leaves within the first week, this precludes having a plan in place.

Contract Number 509220032FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 35 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 35 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 38,325 | 36409 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 38,325 | 36409 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**
2.1 affordable permanent housing is all but non-existent.
2.2 Nutritionally balanced meals are prepared on site.
2.3 The number of homeless families is the largest, fastest growing homeless population.
2.4 Family Life Advocacy Plans are developed and maintained on a timely basis.

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 230122BP080

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.43 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.462 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.402 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.411 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.587 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.16 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.306 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.013 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** MHSA recieved a very small amount of money in this contract($5,000.) and operates at a loss. The MIS information is collected more for MASS Health and third party billing.

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 29.9 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 29.9 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 29.9 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 29.9 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 3.2 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 3.2 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 6.3 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 6.3 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 7.1 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 7.1 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 51.2 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 51.2 |

**Contractor Comments:** Community outreach was improved via hosting a 22 week 12 STEP Program for women as well as a weekly 12 STEP AWOL seminars frou our clients and the community.

Contract Number 23042802058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 43.1 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 43.1 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 44.1 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 44.1 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 31.5 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 31.5 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 9.01 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 9.01 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 7.2 |

| | | | |
|---|---|---|---|
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 7.2 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 17.1 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 17.1 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 57.7 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 57.7 |

**Contractor Comments:** A significant portion of clients continue to come from the criminal justice system.

Sullivan House is now a 4-6 month program instead of 4 month program, allowing for more consistent, longer term treatment.

## *3395b* Acute Treatment Services

Contract Number 23031802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.66 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 0.81 |

**Contractor Comments:** Our detox program as of July 1st had all TSS beds. There was no medical detox and the program closed at the end of September.

## *3401* Second Offender 14 day residential (DUIL)

Contract Number 23142802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 14 day residential program | Actual | 0.97 |
| 1.2 | Percentage of clients who achieve their goals in the area of alcohol use and drug use (based on MIS discharge form) | Actual | 0.965 |
| 1.3 | Percentage of clients who advance to an aftercare program (based on quarterly reports), aggregated annually | Actual | 1 |
| 2.1 | Number of clients admitted to program ( annual unduplicated count) | Actual | 1208 |

**Contractor Comments:** Declining enrollment continues to be a major concern. There has been a steady decrease in enrollment over the last 6-7 years.

## *3414* Youth Programs

Contract Number 23212802022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 0.99 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0.17 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 1936 |

**Contractor Comments:** Our program continues to make curriculum based presentations and workshops to students from the elementary grades through high school.

After school activities include a new mentoring program, a software and hardware class to tweleve adolescents; DARE summer camp; a work force prep program and boys and girls groups; and adolescent substance abuse groups.

# MINUTEMAN ARC FOR HUMAN SERVICES, INC. (042269230)

## 3153 Residential Supports

Contract Number 26802680331

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 26802680377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5% | 0.06 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 58% | 0.63 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 37% | 0.31 |

**Contractor Comments:** Three consumers lost their positions in employer paid supported employment due to work attitude; provider has been working with them on skills training and dealing with work-related issues appropriately so they will be ready for placement in independent positions in the future. One consumer lost his position on a crew site due to behaviors and is currently in unpaid work.

## *3176* Family Support

Contract Number 26802680333

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 20% | 0.15 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 80% | 0.8 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 50% | 1 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26802680333

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005175

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.5 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.5 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.84 |

| | | | |
|---|---|---|---|
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.84 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:** 2.1 Data indicate 64% IFSP's done in 50 days & 76% in 60 days. Factors affecting delay: staff shortage for 2 months, schedule conflicts for families & 297 referrals in 256 working days (9/1/01-9/1/02) Even with delay, all evaluations & assessments are done before IFSP & services begin immediately after IFSP is signed. Program Director has developed weekly monitoring system to remind staff of 45 day timeline; improvement is expected in FY03

# *Minuteman Senior Services, Inc. (042587212)*

## *8006* Home Care Purchase-of-Service

Contract Number 03642206017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 100 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 85 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 50 | 64.92 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 859.67 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 1 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 0.58 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 87.55 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.19 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.98 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 1 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03642233208

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.99 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.99 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.97 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.96 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 17 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03642206017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 100 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 85 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 64.92 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 10.33 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 1 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 859.67 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 0.58 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 60 | 87.55 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.19 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.9784 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03642517036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.67 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 8 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03642225017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 1 | 1.58 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 92.67 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 19 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 1.83 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 8.58 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 15 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 2.33 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0.58 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## 8042 Protective Services Care Management

Contract Number 03642206017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.97 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.95 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 17 |

**Contractor Comments:**

## 8043 Managed Care/Housing

Contract Number 03642206017

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 100 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 0.92 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 32.33 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.19 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03642ECO017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 100 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 2.33 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 92.5 |

| | | | |
|---|---|---|---|
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 100 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.19 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 1 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# *Montachusett Home Care Corporation (042551175)*

## *3177* Individual Support

Contract Number 22102210329

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.95 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.95 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0.95 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0.95 |

**Contractor Comments:**

## *8006* Home Care Purchase-of-Service

Contract Number SCELD03642206018

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.64 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.97 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 105 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1057 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.97 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 89 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.2 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.92 |
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.94 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.88 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number SCELD0342233213

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 1 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 0.98 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.99 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 15 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number SCELD03642206018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.71 |

| | | | |
|---|---|---|---|
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.97 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 105 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1218 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.97 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1218 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | actual | 89 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.2 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.92 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.94 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.88 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03642517037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.75 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 46 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.95 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03642225018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | actual | 16 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | actual | 54 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 137 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 6 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0.92 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 14 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 29 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 3 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 7 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 0.99 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number SCELD03642206018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.985 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.985 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.985 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.985 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.995 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 15 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number SCELD03642206018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.74 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 3 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 31 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.97 |

| | | | |
|---|---|---|---|
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.2 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.94 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0.88 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03641ECO018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.52 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 4 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 52 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.94 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.2 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.94 |

| | | | |
|---|---|---|---|
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0.88 |

**Contractor Comments:**

# *Morgan Memorial Goodwill Industries, Inc. (042106765)*

## *2205* Employment Services

Contract Number SCMRC20072003101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 125 | 75 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 125 | 70 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 125 | 0 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 125 | 80 |
| 2.1 | Number of individuals served (unduplicated count) | 125 | 124 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 125 | 0 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 125 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 125 | 0 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 125 | 0 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 125 | 0 |
| 4.4 | Number of individuals that are referred out for placement services | 125 | 0 |

**Contractor Comments:**

Contract Number SCMRC20072031044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 28 | 22 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 28 | 22 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 28 | 26 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 28 | 21 |
| 2.1 | Number of individuals served (unduplicated count) | 28 | 26 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 28 | 7 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 28 | 11 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 28 | 23 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 28 | 22 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 28 | 26 |
| 4.4 | Number of individuals that are referred out for placement services | 28 | 11 |

**Contractor Comments:**

Contract Number SCMRC20072031045

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 29 | 29 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 29 | 29 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 29 | 29 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 29 | 6 |
| 2.1 | Number of individuals served (unduplicated count) | 29 | 29 |

| | | | |
|---|---|---|---|
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 29 | 0 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 29 | 2 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 29 | 29 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 29 | 29 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 29 | 0 |
| 4.4 | Number of individuals that are referred out for placement services | 29 | 3 |

**Contractor Comments:**

## *3037* Day Rehabilitation

Contract Number SCDMH33402003103

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 2 | 2 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 2 | 2 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 2 | 1 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 2 | 0 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 2 | 0 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number SCDMR23502350356

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 6 | 6 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 6 | 6 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 6 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 6 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 6 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 6 | 0 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number SCDMR23502350303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 79 | 82 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 8 | 10 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 1 | 1 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 3 | 4 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 4 | 5 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 4 | 5 |

**Contractor Comments:**

Contract Number SCDMR26202620302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 73 | 54 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 73 | 14 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 73 | 2 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 73 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 73 | 2 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 73 | 14 |

**Contractor Comments:**

# *Mother Hubbard Pre-School, Inc. (042809526)*

*CHCX* Income Eligible Child Care

Contract Number 20002132008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 36 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 36 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 36 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 36 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 36 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 36 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 34 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 34 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 34 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.95 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.95 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.95 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 20602042009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 18 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 18 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 18 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 70 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 70 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 70 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 10 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 10 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 10 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 10 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

# *Multicultural AIDS Coaltion, Inc. (043042926)*

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352802037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 3075 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 270 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 18800 |

**Contractor Comments:**

# *Mystic Learning Center, Inc. (222800993)*

## *CHCX* Income Eligible Child Care

Contract Number SCOFS40002134028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 12 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 12 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 12 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 11 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 11 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 11 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.92 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.92 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.92 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 11 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 11 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 11 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

| *CHCY* | Supportive Child Care |
|---|---|

Contract Number SCOFC41402044023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 3 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 3 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 3 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 3 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 3 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 3 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** 1.3-1.7 A new staff has taken over the duty of completing individual child plans so performances in this area are improving.

# *Mystic Valley Elder Services, Inc. (042562646)*

## *8006* Home Care Purchase-of-Service

Contract Number ELD03642206019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.67 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.99 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 0 | 93 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1865 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.94 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 3 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 72 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.0084 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.92 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.97 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.9 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number ELD03642233206

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 100 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 100 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 100 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 11 |

**Contractor Comments:** We received a waiver to conduct less than the 15 required trainings.

## *8014* Home Care Case Management

Contract Number ELD03642206019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.6 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.99 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 93 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1937 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.94 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 2054 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 3 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 0 | 72 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.84 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.92 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.97 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.9 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number ELD03642225019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 0 | 3 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 0 | 24 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 132 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0.84 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 3.33 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0.34 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 8.75 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 33 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 7.5 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number ELD03642206019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 1 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 11 |

**Contractor Comments:** We received a waiver to conduct less than the 15 required trainings

## *8043* Managed Care/Housing

Contract Number ELD03642206019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.59 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 2 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 35 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.0094 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.0084 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.0097 |

| | | | |
|---|---|---|---|
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0.009 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number ELD03642ECO019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.45 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 4 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 93 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.94 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.0084 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.0097 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0.009 |

**Contractor Comments:**

# N.I.C.E., Inc (042519721)

## CHCX — Income Eligible Child Care

Contract Number 60002136010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 75 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 75 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 75 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 70 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 70 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 70 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.93 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.93 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.93 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.93 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.93 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.93 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 62202046004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 10 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 10 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 10 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 11 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 11 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 11 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 11 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

# Nauset, Inc. (042453166)

## 2201a Evaluation

Contract Number 20072004200

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 3 | 3 |
| 2.1 | Number of people served measured by unduplicated count | 3 | 3 |

**Contractor Comments:**

Contract Number 20072004235

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 3 | 3 |
| 2.1 | Number of people served measured by unduplicated count | 3 | 3 |

**Contractor Comments:**

## 2201d Job Support Services

Contract Number 20072004200

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 8 | 8 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 8 | 6 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 8 | 8 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 6 | 3 |

**Contractor Comments:**

Contract Number 20072004235

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 8 | 8 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 8 | 6 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 8 | 8 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 6 | 3 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number 20072003101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 0.93 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.86 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 8 | 10 |
| 2.1 | Number of individuals served (unduplicated count) | 14 | 14 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 12 | 15 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 6 | 7 |

| | | | |
|---|---|---|---|
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100% | 0.86 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100% | 0.93 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100% | 1 |
| 4.4 | Number of individuals that are referred out for placement services | 0% | 0 |

**Contractor Comments:**

Contract Number 20072031046

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 0.93 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.86 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 8 | 10 |
| 2.1 | Number of individuals served (unduplicated count) | 14 | 14 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 12 | 15 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 6 | 7 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100% | 0.86 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100% | 0.93 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100% | 1 |
| 4.4 | Number of individuals that are referred out for placement services | 0% | 0 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number 25702570300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 25702570319

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 89% | 0.84 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 19% | 0.22 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 18% | 0.2 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 46% | 0.5 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 19% | 0.22 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 23% | 0.25 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 25702570303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *New Bedford Council on Alcoholism, Inc. dba NeBCOA, Inc. (237161463)*

### *3386* Residential Treatment and Rehabilitation

Contract Number 23042802041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 31.1 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 31.1 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 32.2 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 32.2 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 14.1 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 14.1 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.1 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.1 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 57.6 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 57.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 52.2 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 52.2 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 56.5 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 56.5 |

**Contractor Comments:**

### *3392* Supportive Housing

Contract Number 23112802019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 50 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 23.1 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 1.1) 24 of the 48 women who received services during FY2002 reported/acheived sustained (more than six months)recovery.

# New England Aftercare Ministries, Inc. (222581896)

## 3386 Residential Treatment and Rehabilitation

Contract Number 23042802036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 26.4 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 26.4 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 26.4 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 26.4 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 16.5 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 16.5 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 30.8 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 30.8 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 45.1 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 45.1 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 41.8 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 41.8 |

**Contractor Comments:**

1. Percentage of clients with substantial criminal records. A large number of our clients have extremely violent backgrounds including instituitional histories of several years average. Ex-offenders require a large amount of case management services in order to be able to make a succesful transition to the community.
2. Percentage of clients with mental health diagnosis
who require an extraordinary amount of case management services, thus taxing the staff.

# New England Business Associates,Inc. (042790394)

## 3153 Residential Supports

Contract Number 21501150307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 21202120311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 20% | 0.2 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 80% | 0.8 |

**Contractor Comments:** Two individuals in this ontract do not have employment as a goal.

Contract Number 21502150307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 10% | 0.11 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 90% | 0.89 |

**Contractor Comments:** Four individuals on this contract are exempt from the goal of psid employment.

# New England Center for Children, Inc. (042708762)

## 3153 Residential Supports

Contract Number 21402140302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22002200388

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26802680306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 22002200393

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 25 | 25 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 63 | 63 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 12 | 12 |

**Contractor Comments:**

Contract Number 26802680306

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 67 | 67 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 33 | 33 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 22002200319

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 0 | 0 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22202220330

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 0 | 0 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3415* EI Autistic

Contract Number DPH3614103199902

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Intensive programs are available to all children with ASD in timely manner measured by the percentage of children beginning service in less than thirty days between referral to Intensive Home Visiting Program and initiation of service | 75% | 0.66 |
| 2.2 | Program collaborates with other service providers measured by the percentage of children with documentation of at least one monthly contact with collaborator in child's record | 85% | 0.86 |

**Contractor Comments:**

Measure 2.1
There were 7 students referred to the Center from within our defined service area (30-40 minutes actual driving time from the Central School Facility)during this reporting period. As stated in our application, NECC strives to provide all children with the most effective intervention available, based on "best practice" in the literature, (Green, 1996; NYS-DPH EIP, 1999). As such, we are committed to providing 30 hours per week for all students that we serve. Of the 7 students there were six students for whom parents and NECC agreed that our services were appropriate (86%). Of those 6, we began services for 4 children. In one case, the family of the other student had begun receiving services from other SSP's at the time NECC services were offered. Our commitment to providing 30 hours per week for each child limits the number of students we can serve effectively in the program.

# New England Farm Workers Council (060872959)

## 2320 Child Care Resource and Referral (CCR&R)

Contract Number 71002147103

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 10 |
| 1.1 | Increase the quality and standard of In-Home/Relative Child Care measured by the number of In-Home Relative providers that become licensed. | Actual | 10 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 47529 |
| 2.1a | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of technical assistance responses to families (both phone and on-site) | Actual | 47529 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 58 |
| 2.1b | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of providers (center-based and family child care) accepting subsidized child care that have not acce | Actual | 58 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 0 |
| 2.1c | Outreach to general public to be a resource to families and providers in order to increase the number of subsidized care providers measured by the number of Parent/Guardians receiving TAFDC that are provided with at least the same basic child care inform | Actual | 0 |
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 23 |

| | | | |
|---|---|---|---|
| 3.1a | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of providers that are provided waitlist information. | Actual | 23 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 7 |
| 3.1b | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above providers were sent the CCR&R waitlist | Actual | 7 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 11 |
| 3.1c | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of CPC councils that are provided waitlist information | Actual | 11 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 0 | 8 |
| 3.1d | CCRR will work with OCCS and the contracted provider community to reduce income eligible subsidy underutilization measured by the number of times per year that the above CPC councils were sent the CCR&R waitlist. | 0 | 8 |

**Contractor Comments:** 3.1d Goal not available in contract

## *2901/2906* Transitional Housing-Foundations-Grant

Contract Number SCWEL409520SC005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 36 | 36 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 Originally the goal was set at 60 families, however the funding source reduced the number of apartments changing the goal to 36 families placed for the year.

Contract Number SCWEL509220033FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 Placing families into permanent housing is not part of this contract.

# New England Learning Center For Women In Transition, Inc. (042616922)

## 3361 Sexual Assault Prevention and Survivor Services

Contract Number 34010802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

## BWCSa Battered Women & Children: Comprehensive Program

Contract Number 000100119232

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 4952 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 70 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 55 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 93 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 49 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 83 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 40 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 68 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 619 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.85 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 13 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 99 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 99 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 11 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 25 |

| | | | |
|---|---|---|---|
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 456 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 90 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 59 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 59 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 59 |

**Contractor Comments:**

# New England Village (046144180)

## 2109/2110 Personal and Vocational Adjustment Training

Contract Number 70002410034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 1 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 1 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 1 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 0 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 0 |
| 2.2 | Number of MCB consumers served annually | >900 | 1 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 20000 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 1 |

**Contractor Comments:**

## 2143 Residential/Day (3 providers only)

Contract Number 41002410054

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number 41002410057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number 20072003202

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 100 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 100 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 2 | 2 |

| | | | |
|---|---|---|---|
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 2 | 2 |
| 2.1 | Number of individuals served (unduplicated count) | 2 | 2 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 0 | 0 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 2 | 2 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 2 | 2 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 0 | 0 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

Contract Number 20072031050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 80 | 78 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 92 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 100 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 5 | 2 |
| 2.1 | Number of individuals served (unduplicated count) | 10 | 10 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 50 | 100 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 2 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 10 | 9 |

| | | | |
|---|---|---|---|
| 4.2 | Number of individuals maintaining production eligibility for the year | 10 | 9 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 10 | 10 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 25802580303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26902690310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 25802580381

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:** For measure 1.2, none of the four individuals served were contracted to receive specialized services (OT,PT,Speech,Behavioral Support).

Contract Number 25802580383

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:** For #2 "0" is noted because these services are provided through program consultants and are funded through participant's health insurance.

Contract Number 26902690309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:** For measure 1.2, none of the 4 individuals served were contracted to be provided specialized services (OT,PT,Speech,Intensive Behavioral Support).

## *3168* Employment Services

Contract Number 25802580311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 45 | 58 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 45 | 40 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 5 | 2 |

**Contractor Comments:**

Contract Number 26902690309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 45 | 35 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 50 | 59 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 5 | 6 |

**Contractor Comments:**

# New Hope, Inc. (042681340)

## 3361 Sexual Assault Prevention and Survivor Services

Contract Number 34011802011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 0.8 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 0.67 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

2.1 Education Services were offered to 100% of the cities and towns within the service area. Not all responded to the offer. Of the 15 towns serviced under this contract, 4 did not avail themselves of our services.

1.1 The SANE Program start up (5/1/02) generated one call. The response to that call took more than 2 hours. Changes have been instituted to insure quicker response.

## 3486 Batterer Intervention

Contract Number 34092025041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 68 |

| | | | |
|---|---|---|---|
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 1 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 106 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 70 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 5 |

**Contractor Comments:**

## *BWCPd* Battered Women and Children: Visitation Services

Contract Number 09950218832

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of referrals received from court personnel measured by actual number of referrals received from court personnel | Actual | 55 |
| 1.2 | Percentage of referrals received from court personnel measured by actual number of referrals received from court personnel divided by total number of referrals to the program | Actual | 90 |
| 1.3 | Number of referrals received from other domestic violence service providers measured by actual number of referrals received from other domestic violence service providers | Actual | 2 |
| 1.4 | Percentage of referrals received from other domestic violence service providers measured by actual number of referrals from domestic violence service providers divided by total number of referrals to the program | Actual | 3 |
| 1.5 | Number of referrals received from DSS measured by actual numbers of referrals received from DSS | Actual | 3 |
| 1.6 | Percentage of referrals received from DSS measured by actual number of referrals from domestic violence service providers divided by the total number of referrals to the program | Actual | 5 |
| 1.7 | Number of referrals received from others measured by actual number of referrals received from others | Actual | 1 |
| 1.8 | Percentage of referrals received from others measured by actual number of referrals received from others divided by the total number of referrals to the program | Actual | 2 |

| | | | |
|---|---|---|---|
| 2.1 | Number of safe supervised visits measured by actual number of safe supervised visits | Actual | 522 |
| 2.2 | Number of safe unsupervised visits measured by actual number of safe unsupervised visits | Actual | 40 |
| 2.3 | Percentage of safe unsupervised visits measured by total number of safe unsupervised visits at the program divided by total number of safe supervised visits | Actual | 3 |
| 2.4 | Number of safe neutral exchanges measured by actual number of safe neutral exchanges | Actual | 32 |
| 3.1 | Number of participants in parenting groups for non-offending parents measured by actual number of participants in parenting groups for non-offending parents | Actual | 0 |
| 3.2 | Percentage of participants in parenting groups for non-offending parents measured by number of non-offending parents in the parenting groups divided by the number of non-offending parents in the program | Actual | 0 |
| 3.3 | Number of participants in parenting groups for offending parents measured by actual number of participants in groups for offending parents | Actual | 0 |
| 3.4 | Percentage of participants in parenting groups for offending parents measurd by actual number of participants in parenting groups for offending parents divided by the number of offending parents in the program | Actual | 0 |
| 4.1 | Number of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior | Actual | 3 |
| 4.2 | Percentage of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior dividedby total number of families in program | Actual | 17 |
| 4.3 | Number of families reveiving case management services measured by actual number of families receiving case management services | Actual | 0 |
| 4.4 | Percentage of families reveiving case management services measured by actual number of families receiving case management services divided by total number of families in program | Actual | 0 |
| 5.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 1 |
| 5.2 | Percentage of staff who speak multiple languages measured by actual number of staff who speak multiple languages divided by total number of staff | Actual | 50 |
| 5.3 | Number of non-English speaking families served measured by actual number of non-English speaking families served. | Actual | 0 |

| | | | |
|---|---|---|---|
| 5.4 | Percentage of non-English speaking families served measured by actual number of non-English speaking families served divided by total number of families served | Actual | 0 |
| 5.5 | Number of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services | Actual | 17 |
| 5.6 | Percentage of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services divided by total number of families served | Actual | 29 |
| 5.7 | Number of community-based initiatives participated in measured by actual number of community-based initiatives participated in | actual | 19 |

**Contractor Comments:**

Contract Number 09950218906

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of referrals received from court personnel measured by actual number of referrals received from court personnel | Actual | 34 |
| 1.2 | Percentage of referrals received from court personnel measured by actual number of referrals received from court personnel divided by total number of referrals to the program | Actual | 48 |
| 1.3 | Number of referrals received from other domestic violence service providers measured by actual number of referrals received from other domestic violence service providers | Actual | 0 |
| 1.4 | Percentage of referrals received from other domestic violence service providers measured by actual number of referrals from domestic violence service providers divided by total number of referrals to the program | Actual | 0 |
| 1.5 | Number of referrals received from DSS measured by actual numbers of referrals received from DSS | Actual | 16 |
| 1.6 | Percentage of referrals received from DSS measured by actual number of referrals from domestic violence service providers divided by the total number of referrals to the program | Actual | 23 |
| 1.7 | Number of referrals received from others measured by actual number of referrals received from others | Actual | 21 |
| 1.8 | Percentage of referrals received from others measured by actual number of referrals received from others divided by the total number of referrals to the program | Actual | 30 |
| 2.1 | Number of safe supervised visits measured by actual number of safe supervised visits | Actual | 322 |

| | | | |
|---|---|---|---|
| 2.2 | Number of safe unsupervised visits measured by actual number of safe unsupervised visits | Actual | 0 |
| 2.3 | Percentage of safe unsupervised visits measured by total number of safe unsupervised visits at the program divided by total number of safe supervised visits | Actual | 0 |
| 2.4 | Number of safe neutral exchanges measured by actual number of safe neutral exchanges | Actual | 1 |
| 3.1 | Number of participants in parenting groups for non-offending parents measured by actual number of participants in parenting groups for non-offending parents | Actual | 0 |
| 3.2 | Percentage of participants in parenting groups for non-offending parents measured by number of non-offending parents in the parenting groups divided by the number of non-offending parents in the program | Actual | 0 |
| 3.3 | Number of participants in parenting groups for offending parents measured by actual number of participants in groups for offending parents | Actual | 0 |
| 3.4 | Percentage of participants in parenting groups for offending parents measurd by actual number of participants in parenting groups for offending parents divided by the number of offending parents in the program | Actual | 0 |
| 4.1 | Number of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior | Actual | 1 |
| 4.2 | Percentage of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior dividedby total number of families in program | Actual | 1.7 |
| 4.3 | Number of families reveiving case management services measured by actual number of families receiving case management services | Actual | 3 |
| 4.4 | Percentage of families reveiving case management services measured by actual number of families receiving case management services divided by total number of families in program | Actual | 5.2 |
| 5.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 0 |
| 5.2 | Percentage of staff who speak multiple languages measured by actual number of staff who speak multiple languages divided by total number of staff | Actual | 0 |
| 5.3 | Number of non-English speaking families served measured by actual number of non-English speaking families served. | Actual | 0 |

| | | | |
|---|---|---|---|
| 5.4 | Percentage of non-English speaking families served measured by actual number of non-English speaking families served divided by total number of families served | Actual | 0 |
| 5.5 | Number of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services | Actual | 8 |
| 5.6 | Percentage of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services divided by total number of families served | Actual | 14 |
| 5.7 | Number of community-based initiatives participated in measured by actual number of community-based initiatives participated in | actual | 27 |

**Contractor Comments:**

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 51700219221

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 450 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 72 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 77 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 84 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 19 |

| | | | |
|---|---|---|---|
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 16 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 6 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 5 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 959 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.46 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 93 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 20 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 83 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 7 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 19 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 212 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 61 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 84 |

| | | | |
|---|---|---|---|
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 84 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 84 |

**Contractor Comments:** The measures reported represent both the listing contract, #51700219221, and contract #00020219247.

# New North Citizens' Council, Inc. (237371934)

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352004135

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 992 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 104 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 30000 |

**Contractor Comments:**

## CHCX Income Eligible Child Care

Contract Number 10009131036

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 62 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 62 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 62 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 55 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 55 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 55 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.9 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 55 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 55 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 55 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.9 |

**Contractor Comments:** NOT ALL FAMILIES WITH TRANSPORTATION RETURN THE QUESTIONNAIRES TO CENTER EVEN WITH PHONE CALL REMINDERS

## *CHCY* Supportive Child Care

Contract Number 10012241006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** NOT ALL FAMILIES WITH TRANSPORTATION RETURN THE QUESTIONNAIRES TO CENTER EVEN WITH PHONE CALL REMINDERS

# NEWTON COMMUNITY SERVICE CENTERS, INC. (042232418)

## CHCa — Court Based child Care

Contract Number 00000000000

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are linked to the social, medical, child care and other services they need measured by the percentage of children who are informally screened for medical and health services | Actual | 0 |
| 1.1b | Of the percentage of children identified in 1.1a, report the percentage of children that are referred for medical or health services | Actual | 0 |
| 1.2 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that are referred to social service agencies | Actual | 0 |
| 1.3 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that request and are provided with information and resources that address parenting issues | Actual | 0 |
| 1.4a | Families are linked to the social, medical, child care and other services they need measured by the percentage of families informally screened for behavioral problems or developmental delays | Actual | 0 |
| 1.4b | Of the percentage of children identified in 1.4a, where the need for additional services (Early Intervention, WIC, etc) is identified, report the percentage of children that are referred. | Actual | 0 |
| 1.5 | Families are respected and engaged as partners in meeting their children's needs measured by the percentage of families that are provided family satisfaction questionnaires upon leaving child care services or participate in exit interviews or focus group | Actual | 0 |
| 1.6 | The functioning of the courts improves and increases in efficiency measured by the number of questionnaires completed and returned by court personnel who work with children and families that reflect satisfaction with the services provided. | Actual | 0 |
| 1.7 | Continuity of care is arranged for children and families needing childcare services measured by the percentage of families referred for child care services that result in services being received. | Actual | 0 |

**Contractor Comments:** This MMARS code does not apply to any Newton Community Service Centers contracts. Please see your award letter to verify this.

## CHCX — Income Eligible Child Care

Contract Number 40002134037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 48 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 48 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 48 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 41 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 41 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 41 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 16 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 16 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 16 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.82 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.82 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.82 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 41502044029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 18 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 18 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 18 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 15 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 15 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 15 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 75 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 75 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 75 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 59 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 59 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 59 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# Newton Wellesley Weston Committee for Community Living, Inc. (042512465

## 3153 Residential Supports

Contract Number 26702670307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number 26702670309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# NONOTUCK RESOURCE ASSOCIATES, INC. (042510006)

## 3153 Residential Supports

Contract Number 21102110350

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21202120345

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22102210342

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

# NORTH CENTRAL HUMAN SERVICES, INC. (042630078)

## 3034 Community Support Clubhouse

Contract Number 23102002030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 66% | 1 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 12 | 29 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 5 | 2 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 6 | 28 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 5 | 2 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 23102002029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 83% | 0.8 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 34 | 28 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 4 | 5 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 88% | 0.97 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 22102210301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.5 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

# North Charles Mental Health Research & Training Foundation, Inc. (2371572

## 2201d Job Support Services

Contract Number SCMRC20071004200

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | N/A | 3 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | N/A | 3 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | N/A | 3 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | N/A | 3 |

**Contractor Comments:** No yearly perforance goals were set for this contract

## 3036 Services for Education & Employment (SEE)

Contract Number 63502006043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 50 | 53 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 60 | 88 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 50 | 67 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 65 | 60 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 63502006125

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 66 | 17 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 15 | 7.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 5 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 100 |

**Contractor Comments:**

## 3053 Social Club

Contract Number 63502006034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 2800 | 3065 |
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 2800 | 3065 |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | 5 | 20 |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | 5 | 20 |
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | 80 | 83 |

**Contractor Comments:**

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23012802061

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 100 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 100 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 100 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 100 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** 1 Admission 0 Discharges during the year

## 3397 Narcotic Treatment Services

Contract Number 23182802012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Programs submit 100% of all client data of all clients eligible to participate in MTQAS | 100% | 1 |

**Contractor Comments:**

# North Cottage Program, Inc. (237068260)

## 3386 Residential Treatment and Rehabilitation

Contract Number 23042802038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 51.8 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 51.8 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 54.2 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 54.2 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 15.3 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 15.3 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.5 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.5 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 25.75 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 25.75 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 70.4 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 70.4 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 46 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 46 |

**Contractor Comments:**

# North Shore Association for Retarded Citizens, Inc. (042232416)

## 2205 Employment Services

Contract Number 20072031052-EEP

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.98 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 9 | 9 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 12 | 33 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 9 | 9 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 9 | 9 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 9 | 9 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

## 3037 Day Rehabilitation

Contract Number 33402003107

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 120 | 110 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 100% | 0.5 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 50% | 0.5 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 0 | 0 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 0 | 0 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 23502350340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.88 |

**Contractor Comments:**

Contract Number 23502350357

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 23502350311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 90% | 0.79 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 90% | 0.79 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 90% | 0.6 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 90% | 0.6 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 0.8 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 0.8 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23502350315

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 70% | 0.73 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0.07 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 20% | 0.16 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 23002300327

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 8 | 8 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 1.1b = One Parent Advisory Policy Committee serves the entire center, including Region III & VI.
The Committee by-laws limit participation to 12 people.
Eight parents represent Region III.

Contract Number 23502350305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 7% | 0.04 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.5 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 23502350394

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 20% | 0.18 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 10% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 26802680390

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 2 | 2 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** ASC
1.1b = One Parent Advisory Policy Committee serves the entire center, including Region III & VI.
The Committee by-laws limit participation to 12 people.
Two parents represent the Metro Region.

## *3177* Individual Support

Contract Number 23002300321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Question 1-3 are not applicable to the PCA Program

Contract Number 23502350399

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005178

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.75 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |

**Contractor Comments:**

## *3415* EI Autistic

Contract Number 36141175000-0002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Intensive programs are available to all children with ASD in timely manner measured by the percentage of children beginning service in less than thirty days between referral to Intensive Home Visiting Program and initiation of service | 75% | 0.6 |
| 2.2 | Program collaborates with other service providers measured by the percentage of children with documentation of at least one monthly contact with collaborator in child’s record | 85% | 0.9 |

**Contractor Comments:** The change in the DPH regulations requiring children to have a diagnosis prior to service delivery has increased the lengh of time children are waiting because of time waiting to see a diagnostician.

## *CHCY* Supportive Child Care

Contract Number 31010043017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.86 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.86 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.86 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 7 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 7 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 7 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 7 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 7 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 7 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |

**Contractor Comments:**

# North Shore Elder Services, Inc. (042595072)

## 8006 Home Care Purchase-of-Service

Contract Number 03642206020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 77 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 94 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 0 | 43 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 901 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.94 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 0.17 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 71 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.95 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.94 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03642233221

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 100 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 100 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 100 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 17 |

**Contractor Comments:** Measure 2.1: "routine" should read "rapid"

## *8014* Home Care Case Management

Contract Number 03642206020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 67 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 94 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 39 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 857 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.94 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 901 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 0.17 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 0 | 71 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.95 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.94 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03642517020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.95 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 10 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03642225020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 0 | 1 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 84 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 1 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 2 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 7 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 20 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 5 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## 8042 Protective Services Care Management

Contract Number 03642206020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 95 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 100 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 98 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 98 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 90 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 15 |

**Contractor Comments:**

## 8043 Managed Care/Housing

Contract Number 03642206020

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 84 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 1 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 25 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.94 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.94 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03642ECO020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 55 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 4 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 32 |

| | | | |
|---|---|---|---|
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 94 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.94 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# North Suffolk Mental Health Assoc. Inc. (042317215)

## 2143 Residential/Day (3 providers only)

Contract Number MCB41002123093

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.5 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number MCB4100270061201

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.66 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number MCB4100270150201

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.75 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number MCB4100270150202

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number MCB4100270150203

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number MCB4100270161201

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.75 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number MCB4100270161202

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.5 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number MCB41002701614

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## *3037* Day Rehabilitation

Contract Number DMH63202006070

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 4320 | 854 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 90% | 0.5931 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 100% | 1 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 20% | 0.1034 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 6% | 0.0828 |

**Contractor Comments:**

## *3039* Homeless Support Services

Contract Number DMH63212006163

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 65% | 0.8 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 5% | 0.05 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number DMH33302003190

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.38 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 5 | 11.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 0.8 |

**Contractor Comments:**

Contract Number DMH63202006132

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 70% | 0.5446 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3 | 7.88 |

| | | | |
|---|---|---|---|
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 5.5 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.8729 |

**Contractor Comments:**

Contract Number DMH63202006143

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 70% | 0.79 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3 | 8.9 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 2.41 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.89 |

**Contractor Comments:**

## *3050* Outpatient

Contract Number DMH62102006006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 0 | 0.8696 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 0 | 0.65 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 0 | 1 |

| | | | |
|---|---|---|---|
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 0 | 23 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 0 | 23 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 0 | 168 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 0 | 63 |

**Contractor Comments:**

Contract Number DMH63202006078

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 80% | 0.9 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.78 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 75% | 0.98 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 80 | 199 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 50 | 201 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 830 | 776.5 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 371 | 344 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number DMH33302003085

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 50% | 0.9091 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 80% | 1 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 85% | 0.9583 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 55 | 55 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 8732 | 10792.5 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 5821 | 5225.5 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:**

Contract Number DMH62102006006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 0 | 0.9388 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 0 | 0.88 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 0 | 0.9604 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 0 | 245 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 16644.5 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 2524.5 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:**

Contract Number DMH632020060781

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 80% | 0.93 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.94 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 75% | 1 |

| | | | |
|---|---|---|---|
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 350 | 352 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 12100 | 54569 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1200 | 4323.5 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:**

## *3064* Outpatient Services (ch)

Contract Number DMH62102006021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90% | 0.96 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 90% | 0.71 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 170 | 144 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number DMH62102006021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 90% | 0 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 100 | 70 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 70 | 40 |

**Contractor Comments:** Contract with DMH does not benchmark questions 1.2 - 2.1b.

## *3066* Individual & Family Flexible Support Srvs

Contract Number DMH6212006021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90% | 0.96 |

| | | | |
|---|---|---|---|
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 90% | 0.71 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 170 | 144 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number DMH62102006009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85% | 0.9286 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 85% | 0.9286 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 85% | 0.9286 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 85% | 0.9286 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 85% | 1 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 85% | 1 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 70% | 1 |

| | | | |
|---|---|---|---|
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 70% | 1 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 16 | 9 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 7 | 4.3 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number DMR23802380362

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.25 |

**Contractor Comments:**

Contract Number DMR26402640300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.5 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number DMR2640264036201

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 83% | 1 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 7% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 7% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 3% | 0 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number DPH36012005179

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.55 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.55 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.7901 |

| | | | |
|---|---|---|---|
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.7901 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 1 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number DPH23012802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.2473 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.3194 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.3088 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.1969 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.1086 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.04 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.0419 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.6343 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.221 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.1 |

**Contractor Comments:**

## *3386* Residential Treatment and Rehabilitation

Contract Number DPH23042802006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.7397 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.7397 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.3151 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.3151 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.1689 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.1689 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.1428 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.1428 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.1948 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.1948 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.4279 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.4279 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number OCCA62602046034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 28 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 28 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 28 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.18 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.18 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.18 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 25.4 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 25.4 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 25.4 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 28 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 28 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 28 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 28 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** Only two quarterly meetings were held in FY02.

# North Twin Incorporated (043441651)

## 3153 Residential Supports

Contract Number 25402540302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.01 |

**Contractor Comments:**

# *Northeast Indpendent Living Program Inc (042701631)*

## *2215b* Independent Living Centers: Peer Counseling/Skills Training

Contract Number SCMRC20072006106

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Advocacy Services: Percentage of individuals who chose and meet the goal of attaining increased skills in self advocacy/empowerment | 30% | 0.56 |
| 2.1 | Information & Referral : Number of units (hours) of I&R calls | Negotiated | 215 |
| 2.10 | Advocacy Services: Number of units of individual advocacy services provided | Negotiated | 385 |
| 2.11 | Advocacy Services: Number of units (hours) of community and systems advocacy | Negiotiated | 447 |
| 2.2 | Information & Referral : Number of calls received from PWD's | Actual | 215 |
| 2.3 | Information & Referral : Number of calls received from community members | actual | 646 |
| 2.4 | Skills Training : Number of units (hours) of skills training | Negotiated | 424 |
| 2.5 | Skills Training: Number of individuals receiving skills training services | actual | 79 |
| 2.6 | Peer Counseling : Number of units (hours) of peer counseling | Negotiated | 288 |
| 2.7 | Peer Counseling: Number of individuals receiving peer counseling | Actual | 67 |
| 2.8 | Advocacy Services: Number of advocacy skills groups | Negotiated | |
| 2.9 | Advocacy Services: Number of individuals served through individual advocacy services | actual | 105 |
| 4.1 | Information & Referral: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 5 (information to live more independently?) | 50% | 0.58 |
| 4.2 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #7 (how well did ILC….peer counseling) | 25% | 0.38 |

| | | | |
|---|---|---|---|
| 4.3 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #6 (staff support you….own decisions?) | 50% | 0.52 |
| 4.4 | Skills Training: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #8 (provide….increased ability to live independently?) | 25% | 0.4 |
| 4.5 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 9b (increase ability to represent self) | 35% | 0.32 |
| 4.6 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #10a (center represents your interests) | 45% | 0.34 |

**Contractor Comments:** 2.8 The data collection software does not provide data for this performance measure.

## *2215d* Independent Living Centers: Turning 22

Contract Number SCMRC20072001203

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are able to live more independently as a result of peer counseling and skills training services measured by percentage responding that they learned independent living skills by the consumer satisfaction survey | Actual | 0.4 |
| 1.2 | Consumers are supported to make their own decisions and choices measured by percentage responding that they were supported in consumer choice/consumer control | Actual | 0.52 |
| 2.1 | Number of units of skills training/peer counseling services | Actual | 613 |
| 2.2 | Number of persons receiving peer counseling and skills training | Actual | 35 |
| 3.1 | Cost of services per year per consumer (total expenditures for the fiscal year divided by the average number of consumers in the program during the year) | Actual | 3754 |
| 4.1 | Consumers are satisfied with overall TAP services measured by percentage (number of consumer respondents divided by the number of consumers who are satisfied measured by the consumer satisfaction survey) | 60% | 0.93 |

**Contractor Comments:**

## *2451* Independent Living (DHILS)

Contract Number SCMCD00012000057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 240 | 288 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 240 | 288 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 72 | 38 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 2500 | 2844 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 48 | 38 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 288 | 313 |

**Contractor Comments:** 2.3 This contract is underfunded to meet this goal/performance measure.
2.5 This contract is underfunded to meet this goal/performance measure.

## *3015* Client and Community Empowerment

Contract Number SCDMH33202003066

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | N/A | |
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | N/A | |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | Actual | 0.83 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | Actual | 0.83 |

**Contractor Comments:** 1.1 is not a required D-1 measure of performance for this contract.

Contract Number SCDMH82102008011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 80% | 0.85 |
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 80% | 0.85 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 70% | 0.85 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 70% | 0.85 |

**Contractor Comments:**

# Northeastern Family Institute, Inc. (237378470)

## 2500 Secure Treatment

Contract Number 92852063002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 0.99 |

**Contractor Comments:**

## 2502 Assessment Programs

Contract Number 94202068003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 5% | 0.01 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program divided by the total number of admissions | 90% | 0.95 |
| 1.3 | Program completes assessments on all program participants as measured by total number of assessments delivered divided by total number of admissions minus non-applicable participants | 100% | 1 |

**Contractor Comments:**

## 2503 Group Care

Contract Number 9213206195

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.03 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.89 |

**Contractor Comments:**

Contract Number 92132220104

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.03 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.89 |

**Contractor Comments:**

Contract Number 92241210804

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.13 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.8 |

**Contractor Comments:** Program's first year of operation.

## *3048* Respite Care Services

Contract Number 33402003093

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 90% | 0.85 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 95% | 1 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 33402003198

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 0.54 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 4 | 3.4 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 5 | 0.02 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 0.92 |

**Contractor Comments:**

Contract Number 33602003180

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.58 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 4 | 2.4 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 5 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90% | 0.93 |

**Contractor Comments:**

## 3066 Individual & Family Flexible Support Srvs

Contract Number 33602003146

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 0.8 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.86 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 90% | 1 |

**Contractor Comments:**

## 3079 Child/Adolescent Residential Services

Contract Number 32102003164

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 85% | 0.85 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 85% | 0.6 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 90% | 1 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 90% | 1 |

**Contractor Comments:**

Contract Number 42102004106

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 85% | 0.72 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 85% | 0.65 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 90% | 0.81 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 90% | 0.85 |

**Contractor Comments:**

## *3080* Intensive Residential Treatment Program (ch)

Contract Number 82102008030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet PSTP goals measured by percentage (number of consumers who meet or exceed fifty percent of PSTP goals during reporting period divided by total number of consumers served | 85% | 0.96 |
| 2.1 | Program measures consumer satisfaction by percentage (number of consumers who report they are satisfied with the program divided by the total number of consumers surveyed | 90% | 0.84 |
| 2.2 | Program measures family/guardian satisfaction measured by percentage (number of family members/guardians who report they are satisfied with the program divided by the total number of family members/guardians surveyed | 90% | 0.9 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23502350385

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** #1: not required to participate in Quality Management by area office.

## *FOSC* Contracted Foster Care/Family Residence

Contract Number 31100218599

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 75 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 90 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 90 |

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|---|---|---|---|
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 90 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 100 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 100 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 100 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 80 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 100 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 100 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 100 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 100 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 100 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 100 |

**Contractor Comments:**

Contract Number 3110027045

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.75 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.9 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.9 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0.9 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 1 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0.8 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 1 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 1 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 1 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:**

## *RESS* Alternative Lockup Program

Contract Number 09950219320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | To eliminate all instances of status offenders being detained in police lockups for any length of time measured by total number of violations (from information generated by police dockets and compiled by the Executive Office of Public Safety) | 0 Violations | 0 |
| 1.2 | To eliminate all instances of alleged non-violent offenders being detained in police lockup for longer than six hours measured by total number of youths detained for more than six hours (from information generated by police dockets and compiled by the ) | 0 Youths | 0 |
| 1.3 | All clients receiving alternative placement services are transported to court for arraignment on the next court day measured by percentage (total number of youths receiving ALP services transported to court the next day divided by total number of youth ) | 100% | 1 |
| 2.1 | Number of referrals to ALP services measured by the total annual number of calls received and reported in the Monthly Service Delivery Report | Actual | 734 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients mediated home by ALP measured by the total annual number of "non-placement" services reported in the Monthly Service Delivery report divided by total number of clients receiving ALP services | Actual | 0 |
| 2.3 | Number of clients placed in ALP measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 734 |
| 2.4 | Number of clients transported to court measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 734 |
| 2.5 | Number of trainings offered to both police departments and DSS measured by the total annual number or trainings reported to DSS | Actual | 30 |
| 3.1 | Cost per referral measured by the total actual program budget divided by total number of referrals | Actual | 390.55 |
| 3.2 | Cost per bed night measured by the total actual program budget divided by total number of bed nights | Actual | 267.16 |
| 3.3 | Cost per ALP day measured by the total actual program budget divided by 365 days | Actual | 1185 |
| 4.1 | Decrease in the overall violations committed by the state and local police measured by the number of violations reported by EOPS report divided by total number of clients served x 100 to obtain a percentage | 0% | 0 |

**Contractor Comments:** program awarded 11/1/01, Stats represent 8 months of service.

1.1,1.2,4.1: data not available by EOPS or police departments. Not required to track per DSS contract.

# Northern Educational Service, Inc. (042323151)

## 3328 AIDS Minority Capacity Development

Contract Number 49332802001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 250 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 26 |
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 60 |

**Contractor Comments:**

## 3334 HIV Antibody Counseling & Testing Service

Contract Number 49302802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.86 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.54 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 700 |

| | | | |
|---|---|---|---|
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 150 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 20000 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 30.31 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 29.94 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 32.34 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 29.38 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 77.51 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 8.74 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 4.38 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 24.62 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 66.92 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** 2.6 Compulsive gambling treatment is not applicable to the services program provides.

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0 |

**Contractor Comments:** Program was in-operable due to prior year fire, reconstruction in progress.

## *3392* Supportive Housing

Contract Number 23112802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.83 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0.5 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 0.67 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0.83 |

**Contractor Comments:**

Contract Number 23112802024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.7 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0.33 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 1 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 1 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 23212802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 357 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 187 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 250 |

**Contractor Comments:**

## *3454* FIRST Steps

Contract Number 32182802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 33 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 33 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 33 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 40 |

| | | | |
|---|---|---|---|
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 40 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 40 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 33 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 33 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 33 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.85 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.85 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.85 |

**Contractor Comments:**

Contract Number 85032807024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 98 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 98 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 98 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 4 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 4 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 4 |

| | | | |
|---|---|---|---|
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 120 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 120 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 120 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.78 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.78 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.78 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | actual | 399 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | actual | 110 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | actual | 338 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | actual | 811 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | actual | 172 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

Contract Number 10002131040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 52 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 52 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 52 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 52 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 52 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 52 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.6a, 1.6b NES Child Care Services distributed a survey created by OCCS in January 2002. The results of the survey have not been made available to programs as of yet.

Surveys are returned to OCCS directly by consumers.

## *CHCY* Supportive Child Care

Contract Number 10402041018

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 12 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 12 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 12 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.48 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.48 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.48 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |

| | | | |
|---|---|---|---|
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 9 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 9 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 9 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.75 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.75 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.75 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 6 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 6 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 6 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.58 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.58 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.58 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:** 1.10, 1.11 Questionaire returned to state, not a daycare program.

1.8 No quarterly meetings arranged between OCCS/DSS/Provider, that provider has been asked to attend.

1.9 Changes in workers often prevent report distribution.

## *RESGb* Group Home Teen Pregnancy Program

Contract Number 09950218123

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.5 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.01 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 12 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 13 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 1 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.2 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.5 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.45 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 0.75 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 145490 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 29098 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 174369 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 34874 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 1 |

**Contractor Comments:** 1.3 There were no repeat pregnancies

# Old Colony Elderly Services, Inc. (042545236)

## 8006 Home Care Purchase-of-Service

Contract Number 03642206021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.958 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.955 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 296 | 296 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1357 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.9 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 23 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 205 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.13 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.96 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03642233231

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 0.87 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 1 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 0.66 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 12 |

**Contractor Comments:** The remainder of trainings were waived due to budget constraints.

## *8014* Home Care Case Management

Contract Number 03642206021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.999 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.955 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 296 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1357 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.9 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1658 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 23 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 205 | 205 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.13 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.955 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03642517021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.56 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 11 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03642225021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 5 | 5 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 81 | 81 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 262 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 1.07 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 10 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 25 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 46 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 12 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 7 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 03642206021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.88 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.96 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.96 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.96 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.96 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.68 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 12 |

**Contractor Comments:** The remainder of trainings were waived due to budget constraints.

## *8043* Managed Care/Housing

Contract Number 03642206021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.947 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 296 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 55 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.9 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.13 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.955 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03642ECO021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.964 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 296 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 82 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.9 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.13 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.955 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# Old Colony Y (042125014)

## 2500 Secure Treatment

Contract Number DYS95722220904

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 1 |

**Contractor Comments:**

## 2501 Secure Detention

Contract Number DYS95702210306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Intakes successfully transition to the next placement or court measured by percentage (number of intakes that successfully transition divided by number of intakes) | 100% | 1 |

**Contractor Comments:** All intakes have successfully treansition to next placement or court.

Contract Number DYS95712015897

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Intakes successfully transition to the next placement or court measured by percentage (number of intakes that successfully transition divided by number of intakes) | 100% | 1 |

**Contractor Comments:**

## 2502 Assessment Programs

Contract Number DYS95732247698

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 5% | 0.019 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program divided by the total number of admissions | 90% | 0.973 |
| 1.3 | Program completes assessments on all program participants as measured by total number of assessments delivered divided by total number of admissions minus non-applicable participants | 100% | 1 |

**Contractor Comments:**
1.1 264 total juvenitles, 5 escapes
1.2 264 total juvenitles, 7 did not complete program, 5 escapes, 2 revised and revoked
1.3 257 eligible for assessments, all completed

## *2514* Community Supervision

Contract Number DYS95252263005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.98 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.98 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.95 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.95 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number OCCS50009135004

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 95 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 95 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 95 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 10 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 10 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 10 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |

**Contractor Comments:**

Contract Number OCCS50009135004b

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |

**Contractor Comments:**

Contract Number OCCS50009135004c

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 100 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 100 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 100 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number OCCS50009135004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

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|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |

**Contractor Comments:**

Contract Number OCCS50009135004B

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |

**Contractor Comments:**

Contract Number OCCS50009135004c

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |

**Contractor Comments:**

Contract Number OCCS51701045007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |

**Contractor Comments:**

Contract Number OCCS51801045013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 150 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.99 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 120 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.8 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.67 |

**Contractor Comments:**

# Our Father's House, Inc. (222515061)

## 2839 Individual Shelters

Contract Number 40921100025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 9198 | 10642 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 9198 | 10642 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 18936 | 31926 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 18936 | 31926 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 10220 | 10220 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 10220 | 10220 |

**Contractor Comments:**

## 3392 Supportive Housing

Contract Number 231121b6071

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.31 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0.21 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0.21 |

**Contractor Comments:**

## *Paige Company, Inc. (237404791)*

*CHCX* Income Eligible Child Care

Contract Number 60009136014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 150 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 150 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 150 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 86 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 86 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 86 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.96 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.87 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.87 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.87 |

**Contractor Comments:**

# Partners In Service, Inc (043237284)

## 3168 Employment Services

Contract Number 2660314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 20% | 0.18 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 30% | 0.3 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 15% | 0.12 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 35%% | 0.4 |

**Contractor Comments:**

## 3176 Family Support

Contract Number 00000000

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0% | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** We are a private facility-based respite center. We do not participate in any DMR contract.

# Pediatric Development Center, Inc. (042776797)

## 3317 Early Intervention

Contract Number 36012005180

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |

**Contractor Comments:**

# *People Incorporated (042447216)*

## *2109/2110* Personal and Vocational Adjustment Training

Contract Number 70002410034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 1 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 0 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 0 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 1 |
| 2.2 | Number of MCB consumers served annually | >900 | 1 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 1 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 1 |

**Contractor Comments:**

## *2205* Employment Services

Contract Number 20072031060

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 100 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 90 | 70 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 14 | 12 |
| 2.1 | Number of individuals served (unduplicated count) | 16 | 16 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 15 | 12 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 12 | 12 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 16 | 16 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 16 | 16 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 4 | 2 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 25502550303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 25502550324

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 48 | 68 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 11 | 15 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 34 | 49 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 7 | 12 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005181

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.8 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.8 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.9 |

| | | | |
|---|---|---|---|
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:**

## *3454* FIRST Steps

Contract Number 85032807025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 190 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 190 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 190 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 20 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 20 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 20 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 200 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 200 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 200 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |

**Contractor Comments:**

## *CHCb* Court Based Child Care (People, Inc)

Contract Number 50002015501

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of families who receive parenting and child care information | Actual | 100 |
| 2.2 | Percentage of families receiving child court child care | Actual | 100 |
| 2.3 | Percentage of families receiving child care information and referrals | Actual | 100 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 500522450001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 12 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 12 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 12 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 13 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 60 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 60 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 60 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 13 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 13 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 13 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 13 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 13 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 13 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** Only one scheduled OCCS meeting in f/y 02

# *Perkins School for the Blind (042103616)*

## *2143* Residential/Day (3 providers only)

Contract Number scmcb70002410038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.75 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:** Consumers are working on social skills, cooking skills and apartment care. Some consumers are more independent than others in these areas.

## *3177* Individual Support

Contract Number scdmr26102610318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** 1) this measure is not applicable as Perkins is providing support under DMR contract to only one individual who lives in her own apartment.

4) The on individual will be invited to participate in an annual satisfaction survey. However, her family is not involved.

## *3482* Specialized EI

Contract Number scdph36122147003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Intensive programs are available to all children with visual impairment in Early Intervention measured by the percentage of appropriate referrals that begin treatment within 30 days of referral | 85% | 0.74 |
| 1.2 | Parents are included in all aspects of treatment program measured by the percentage of annual consumer evaluations that confirm inclusion in all program aspects | 80% | 0.75 |
| 1.3 | Parents are satisfied with the intervention measured by the percentage of consumer evaluations confirming satisfaction with the intervention program | 80% | 0.75 |
| 1.4 | Parents need for support and technical assistance are met measured by the percentage of family centered goals met by transition at age three (3) | 80% | 0.8 |
| 1.5 | Program collaborates with other service providers measured by percentage of client records where monthly contact with the Early Intervention program is documented | 95 | 95 |

**Contractor Comments:** 1.1, 1.4 & 1.5 Same comment as prior year.

1.2 & 1.3 Evaluation form was piloted and will be refined and implementated over this year.

# *Pernet Family Health Service, Inc. (042453851)*

## *3317* Early Intervention

Contract Number scdph36012005182

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.9 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.9 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:**

## *Phoenix Houses of New England, Inc. (050315625)*

### *3386* Residential Treatment and Rehabilitation

Contract Number 23142802033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.058 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.058 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.058 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.058 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.224 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.224 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.132 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.132 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.434 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.434 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.289 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.289 |

**Contractor Comments:** none

### *3392* Supportive Housing

Contract Number 23112915047

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.64 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0.037 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 1 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0.171 |

**Contractor Comments:** 1.1 is base on APR program measure c-2.
1.2 is based on Annual Report Data indicating employment income at discharge.

## *3470* Youth Residential Services

Contract Number 23202108013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the number of clients who complete the program measured by the percentage who complete the program | Actual | 0.16 |
| 1.2 | Promote youth engagement in positive peer network, activities and positive relationships with adults measured by the number of youths engaged in community prevention programs | Actual | 6 |
| 1.3 | Participating youths are appropriate for services measured by the number of clients screened prior to receiving services | Actual | 100 |
| 2.1 | Increase in minority/non-white youth admitted to residential treatment measured by the percentage of minority/non-white youths receiving residential services | actual | 0.27 |
| 2.2 | Youth and their families are linked with appropriate resources measured by the percentage of clients who receive referrals to other social/health services | Actual | 100 |

**Contractor Comments:** 1.1 The program length changed from 90 days to 180 days on April 1, 2002.

# *Pine Street Inn (042516093)*

## *3039* Homeless Support Services

Contract Number SCDMH62102006031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 71% | 1.06 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 4% | 0.06 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number SCDMH63402006141

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.88 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 14% | 0.18 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 14% | 0.01 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.99 |

**Contractor Comments:**

## *3306* Search BSAS Education & Assessment

Contract Number SCDPH23372802003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of clients referred to other social/health services as part of the program (based on annual report) | Actual | 0.785 |
| 2.1 | Percentage of minority (non-white) clients receiving services (annual unduplicated count) | actual | 0.345 |
| 2.2 | Percentage of women receiving services (annual unduplicated count) | actual | 0.151 |
| 2.3 | Percentage of injection drug users receiving services (annual unduplicated count) | Actual | 0.598 |

**Contractor Comments:**

## *3416* HIV/AIDS Support Housing

Contract Number SCDPH49292802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.9 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:**

## *3455* Special Residential Services for Women (includes Family Shelters)

Contract Number 23352802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 0.41 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 1 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 17 |

**Contractor Comments:**

# *Pioneer Developmental Service, Inc. (042652560)*

## *3153* Residential Supports

Contract Number 21203120346

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21503150390

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 21202120310

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:** Individuals supported by this program do not require specialized services.

## *3176* Family Support

Contract Number 21202120330

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 6% | 0.06 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** All children under age 22 have remained in their homes in both FY 2001 and FY 2002.

Contract Number 21502150306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 0.08 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** All children under 22 remained in their homes and community in FY 2001 and FY 2002.

## *3177* Individual Support

Contract Number 2120310310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.01 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.01 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 21503150391

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.01 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.01 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Planned Parenthood League of Massachusetts, Inc. (042698497)

## 3319 Family Planning Services

Contract Number 22190802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with a positive chlamydia test who receive treatment for chlamydia infection | actual | 103 |
| 1.2 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with an abnormal pap smear who receive appropriate follow-up treatment or referral for treatment | actual | 255 |
| 1.3 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients at risk of unintended pregnancy who receive either an appropriate and acceptable contraceptive measure or an appointm | actual | 13164 |
| 2.1 | Number of family planning visits to each clinic/agency | Actual | 18567 |
| 2.2 | Number of new and established family planning clients who receive family planning services (unduplicated count) | Actual | 13164 |
| 2.3 | Number of adolescents served (unduplicated count) | Actual | 871 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number 49350802030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 1893 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 275 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 15500 |

**Contractor Comments:** 2.2 Includes group and individuals sessions.
2.3 Male and female condoms only.

Contract Number 49350802096

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 1138 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 304 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 7235 |

**Contractor Comments:** 2.1 Participants who received individual education were most likely part of a group session.

2.2 Includes group and individual education sessions. (169 groups and 135 individuals)

2.3 Only includes condom distribution.

## *3410* STD Prevention Clinical Services

Contract Number 52770802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of primary and repeat visits (unduplicated count for the fiscal year) | 804 | 1139 |
| 2.2 | % of primary visits that involve a complete STD exam (# of primary visits ( # of syphilis, gc and chlamydia tests performed (unduplicated count) | 100% | 10.25 |
| 2.3 | # of referrals (unduplicated count for the fiscal year) | 5 | 5 |
| 2.4 | total # of reported monthly outreach contacts to provider/community agencies as indicated on the monthly activity report (unduplicated count for the fiscal year) | 5 | 5 |

**Contractor Comments:**

## *3436* Breast Cancer Initiative

Contract Number 340721G7211

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 1 |

**Contractor Comments:**

## *Polaris Healthcare Services, Inc. (042614699)*

### *3132* Comprehensive Psychiatric Services

Contract Number 32102003007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists who are board certified divided by total number of psychiatrists | 100 | 100 |
| 4.1 | Direct care staff spend a specified percentage of their time doing direct face-to-face contact measured by number of hours staff had face-to-face contact divided by (40 hours times number of FTEs) | 33 | 39 |

**Contractor Comments:**

### *3146* CHMC-Continuing Care (Non-Inpatient)

Contract Number 53602005074

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists that are board certified divided by total number of psychiatrists) | 100 | 100 |
| 1.2 | Service provision is appropriately documented by clinicians measured by percentage (number of clinicians who meet all established documentation standards divided by total number of program clinicians) | 100 | 100 |

**Contractor Comments:**

# Polus Center for Social & Economic Development, Inc. (042697866)

## 3153 Residential Supports

Contract Number 22402240388

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23802380331

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.75 |

**Contractor Comments:**

Contract Number 26202620304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.75 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 26202620308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26202620308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 20% | 0.2 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 80% | 0.8 |

**Contractor Comments:** Poor Overall Economy

## *3177* Individual Support

Contract Number 26202620304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Portuguese Youth Cultural Organization, Inc. (042492493)*

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 86.4 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 3.4 |

**Contractor Comments:**

## *3328* AIDS Minority Capacity Development

Contract Number 49332802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 1443 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 206 |
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 354 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 26.5 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 40.8 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 38.1 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 38.4 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 13 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 7.95 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.4 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 26.8 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 7.9 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:** 2.6 Program does not provide compulsive gambling treatment nor does it track this treatment.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 200 | 338 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 100 | 138 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 430 | 647 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *BWCPa* Battered Women & Children: Substance Abuse Shelter

Contract Number 09950200108

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 0 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 0 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 0 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 0 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:** Contract # 09950200108 is for a VISITATION CENTER, all of the above info. pertains to a SHELTER and is not applicable to this contract

# *Preparatory Rehabilitiation for Individual Development and Employment, Inc.*

## *2201a* Evaluation

Contract Number 20072004212

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 10 | 18 |
| 2.1 | Number of people served measured by unduplicated count | 12 | 24 |

**Contractor Comments:** 1 individual still in process in fy03.

## *2201b* Work Adjustment Training

Contract Number 20072004212

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 70 | 82 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 100 | 100 |
| 2.1 | Number of individuals served measured by unduplicated count | 11 | 17 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 70 | 41 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 60 | 29 |

**Contractor Comments:** 4.2 Two individuals are slated to complete 90 days in fy03.

1.1 One individual still active in program in fy 03.

## *2201c* Skills Training

Contract Number 20072004212

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 0 | 0 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 0 | 0 |
| 2.1 | Total number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 0 | 0 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:** Provider never applied to provide this component.

## *2201d* Job Support Services

Contract Number 20072004212

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 10 | 20 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 100 | 100 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 9 | 33 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 8-9 | 8 |

**Contractor Comments:** 4 individuals were picked up by other funding.
2 individuals are slated to finish in fy03.
10 individuals continue in placement services.

## *2205* Employment Services

Contract Number 20072031062

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 75 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 88 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 100 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 1 | 2 |
| 2.1 | Number of individuals served (unduplicated count) | 33 | 33 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 150 | 184 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 1 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 33 | 33 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 33 | 33 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 33 | 33 |
| 4.4 | Number of individuals that are referred out for placement services | 1 | 0 |

**Contractor Comments:** 2 individuals spent an extended period of time on medical leave.

Contract was reduced by two individuals.

## *3168* Employment Services

Contract Number 25402540315

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 47 | 62 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 20 | 8 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 2 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 33 | 28 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 25202520313

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Project COPE, Inc. (042477820)

## 2143 Residential/Day (3 providers only)

Contract Number 41002702381

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.75 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## 3176 Family Support

Contract Number 23502350337

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 8% | 0.052 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 15 | 0.614 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 85% | 0.7 |

| | | | |
|---|---|---|---|
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 1.2 Project COPE 26 new families who were provided Boulet interim service dollars. The families primary choice for funding was flexible funding. This resulted in the actual performance goal exceeding the original goal which was set prior to our amendment.

## *3177* Individual Support

Contract Number 23502350393

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3305* Tobacco Control: Outreach and Referral

Contract Number 29251087007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of smokers indentified through outreach activities | 100 | 407 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of smokers referred to tobacco treatment services | 100 | 40 |
| 1.3 | Number of target priority population participating in program activities measured by the number of referred smokers who attend at least one session of tobacco treatment | 100 | 14 |
| 2.1 | Development and implementation of an annual workplan measured by the successful implementation that addresses program components and standards described in the scope of service. (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** No goal figures were in our contract. Used the figure 100 so i could enter in actual figures. Program would not let me enter actual figures without something in the goal column.
Contract only ran for 9 months in FY 02.

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23241802999-030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.926 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.45 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.493 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.356 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.405 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.496 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.531 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.08 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.322 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.253 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.26 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.08 |

**Contractor Comments:** 2.3 Agency provides on site services at the Salvation Army which increases the number of clients considered "homeless".

## *3386* Residential Treatment and Rehabilitation

Contract Number 23041802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.23 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.23 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.26 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.26 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.2371 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.2371 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.0103 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.0103 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.01 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.01 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.6186 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.6186 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.758 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.758 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999-072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 100 | 196 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 100 | 147 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 100 | 103 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 100 | 413 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 100 | 66 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** No goals were set in our contract. Used figure 100 so could enter the actual figures. Program would not let me enter actual figures without something in the goal column.

## *3486* Batterer Intervention

Contract Number 34092025043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 0.89 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.9 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 214 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 193 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 2 |

**Contractor Comments:**

# *Providence Ministries for the Needy, Inc. (042898893)*

## *2901a* Family Shelters

Contract Number SCWEL509220037FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 67 | 67 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 67 | 67 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 27135 | 57929 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 27135 | 57929 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

# *Provincetown AIDS Support Group, Inc. (042908722)*

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352802035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 45000 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 300 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 250000 |

**Contractor Comments:**

# Public Partnerships, LLC (043468852)

## 3177 Individual Support

Contract Number SCDMR26002600320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** As an Intermediary Services Organization, Public Partnerships does not provide services directly to participants, but rather arranges for their purchase from providers selected by each participant. Therefore, Measures 1-3 do not apply to Public Partnerships.

# *Puerto Rican Veterans Association of Massachusetts, Inc. (222781572)*

## *1131* Outreach and Counseling

Contract Number 10002SPRORC

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | The program provides mental health counseling measured by the number of individuals served (unduplicated count) | 125 | 185 |
| 1.2 | The program provides employment support services measured by the number of clients employed | 75 | 70 |
| 1.3 | The program provides benefits counseling and advocacy measured by the number of unduplicated individuals served. | 250 | 170 |
| 1.4 | The program assists in VA Disability Claims measured by the number of claims awarded. | actual | 38 |
| 1.5 | The program provides needs assistance and support measured by the number of individuals served (unduplicated count) | 300 | 156 |
| 1.6 | The programs assists in making appropriate referrals measured by the number of individuals served (unduplicated count). | 175 | 57 |
| 2.1 | Number of mental health counseling sessions provided | 125 | 925 |
| 2.2 | Number of clients served in employment services | 100 | 94 |
| 2.3 | Number of clients receiving benefits counseling and advocacy services. | 250 | 170 |
| 2.4 | Number of VA Disability Claims initiated | 200 | 353 |
| 2.5 | Number of needs assistance and support clients requesting services. | 300 | 372 |
| 2.6 | Number of clients requesting referrals services | 175 | 123 |
| 3.1 | Funds recovered from BCA,SS and VA claims measured by the dollar amount recovered over related state funds received | 500% | 9.08 |
| 3.2 | Needs Assistance Program measured by the cost of program funds received from the state. | 0.04 | 489 |
| 3.3 | Requesting services measured by the incidents of requested services over state funding | 86.96 | 540 |
| 3.4 | State funding level measured by percentage (state funding over all program and administrative expenses) | 0 | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Funds recovered measured by retro and 12 months of claims | 500,000 | 908342 |
| 4.2 | Needs Assistance measured by the retail worth of goods and services received by consumer | 4,000 | 988.48 |
| 4.3 | Requested services measured by the number provided by annual total from state reports over formal complaints received by DVS and other agencies | 0 | 0 |

**Contractor Comments:**

## *1133* Homelessness Services

Contract Number 10002SPRHOM

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Occupancy rate measured by percentage (# of unreplicated beds delivered divided by the number of potential bed days) | 36% | 3.81 |
| 1.2 | Percentage of residents moved to more independent living during the fiscal year (# of residents moved to a more independent living situation divided by the # of residents served) | 27% | 0.77 |
| 1.3 | Percentage of residents employed through the program (# of residents employed through the program divided by the unreplicated count of the # of residents served). | 13.6% | 0.6 |
| 1.4 | Percentage of residents receiving substance abuse counseling (# of residents receiving substance abuse counseling divided by an unreplicated count of the # of residents served) | 100% | 1 |
| 1.5 | Percentage of residents receiving instruction (# of residents receiving a minimum of 3 hours of daily instruction divided by an unreplicated count of the # of residents served) | 27% | 1 |
| 2.1 | Number of residents served (unreplicated count). | Actual | 35 |
| 2.2 | Number of residents moved to more independent living | Actual | 7 |
| 2.3 | Number of residents employed through the program | Actual | 6 |
| 2.4 | Number of residents receiving substance abuse counseling | Actual | 35 |
| 2.5 | Number of residents receiving instruction (3 hours/day minimum) | Actual | 35 |
| 2.6 | Number of residents with multiple adminssions to program | Actual | 0 |
| 2.7 | Number of residents who left the program due to replase | Actual | 5 |
| 3.1 | Total dollars expended on housing (total dollars) | actual | 31500 |

| | | | |
|---|---|---|---|
| 3.2 | Total dollars (DVS funds) expended on case management/counseling (total dollars) | actual | 25000 |
| 3.3 | Actual housing cost per resident (total housing dollars divided by unreplicated count of # of residents served) | 2,863 | 900 |
| 3.4 | Actual case management/counseling cost (DVS funds) per resident (total case management dollars divided by unreplicated count of # of residents served) | Actual | 714 |
| 4.1 | Percentage Recidivism Rate (# of residents with multiple admissions divided by the # of residents served (unreplicated count) | Actual | 0 |
| 4.2 | Percentage Relapse Rate (# of residents who left the program due to replase divided by the # of residents served (unreplicated count) | Actual | 0.14 |

**Contractor Comments:**

Contract Number 10002YMCESG

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Occupancy rate measured by percentage (# of unreplicated beds delivered divided by the number of potential bed days) | 29% | 0.73 |
| 1.2 | Percentage of residents moved to more independent living during the fiscal year (# of residents moved to a more independent living situation divided by the # of residents served) | 5.8% | 0.16 |
| 1.3 | Percentage of residents employed through the program (# of residents employed through the program divided by the unreplicated count of the # of residents served). | 50% | 0.4 |
| 1.4 | Percentage of residents receiving substance abuse counseling (# of residents receiving substance abuse counseling divided by an unreplicated count of the # of residents served) | 7% | 0.37 |
| 1.5 | Percentage of residents receiving instruction (# of residents receiving a minimum of 3 hours of daily instruction divided by an unreplicated count of the # of residents served) | 0 | 0.36 |
| 2.1 | Number of residents served (unreplicated count). | Actual | 30 |
| 2.2 | Number of residents moved to more independent living | Actual | 5 |
| 2.3 | Number of residents employed through the program | Actual | 12 |
| 2.4 | Number of residents receiving substance abuse counseling | Actual | 7 |
| 2.5 | Number of residents receiving instruction (3 hours/day minimum) | Actual | 11 |
| 2.6 | Number of residents with multiple adminssions to program | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.7 | Number of residents who left the program due to replase | Actual | 0 |
| 3.1 | Total dollars expended on housing (total dollars) | actual | 10000 |
| 3.2 | Total dollars (DVS funds) expended on case management/counseling (total dollars) | actual | 8725 |
| 3.3 | Actual housing cost per resident (total housing dollars divided by unreplicated count of # of residents served) | 454 | 33 |
| 3.4 | Actual case management/counseling cost (DVS funds) per resident (total case management dollars divided by unreplicated count of # of residents served) | Actual | 290 |
| 4.1 | Percentage Recidivism Rate (# of residents with multiple admissions divided by the # of residents served (unreplicated count) | Actual | 0 |
| 4.2 | Percentage Relapse Rate (# of residents who left the program due to replase divided by the # of residents served (unreplicated count) | Actual | 0 |

**Contractor Comments:**

Contract Number 10002YMCHOM

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Occupancy rate measured by percentage (# of unreplicated beds delivered divided by the number of potential bed days) | 29% | 0.73 |
| 1.2 | Percentage of residents moved to more independent living during the fiscal year (# of residents moved to a more independent living situation divided by the # of residents served) | 5.8% | 0.16 |
| 1.3 | Percentage of residents employed through the program (# of residents employed through the program divided by the unreplicated count of the # of residents served). | 50% | 0.4 |
| 1.4 | Percentage of residents receiving substance abuse counseling (# of residents receiving substance abuse counseling divided by an unreplicated count of the # of residents served) | 4% | 0.37 |
| 1.5 | Percentage of residents receiving instruction (# of residents receiving a minimum of 3 hours of daily instruction divided by an unreplicated count of the # of residents served) | 7% | 0.36 |
| 2.1 | Number of residents served (unreplicated count). | Actual | 30 |
| 2.2 | Number of residents moved to more independent living | Actual | 5 |
| 2.3 | Number of residents employed through the program | Actual | 12 |
| 2.4 | Number of residents receiving substance abuse counseling | Actual | 7 |

| | | | |
|---|---|---|---|
| 2.5 | Number of residents receiving instruction (3 hours/day minimum) | Actual | 11 |
| 2.6 | Number of residents with multiple adminssions to program | Actual | 0 |
| 2.7 | Number of residents who left the program due to replase | Actual | 0 |
| 3.1 | Total dollars expended on housing (total dollars) | actual | 57750 |
| 3.2 | Total dollars (DVS funds) expended on case management/counseling (total dollars) | actual | 23275 |
| 3.3 | Actual housing cost per resident (total housing dollars divided by unreplicated count of # of residents served) | 2,625 | 1925 |
| 3.4 | Actual case management/counseling cost (DVS funds) per resident (total case management dollars divided by unreplicated count of # of residents served) | Actual | 776 |
| 4.1 | Percentage Recidivism Rate (# of residents with multiple admissions divided by the # of residents served (unreplicated count) | Actual | 0 |
| 4.2 | Percentage Relapse Rate (# of residents who left the program due to replase divided by the # of residents served (unreplicated count) | Actual | 0 |

**Contractor Comments:**

## *Quincy Interfaith Sheltering Coalition, Inc. (222538039)*

### *3039* Homeless Support Services

Contract Number 40922100033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 100% | 1 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 50% | 0.27 |

**Contractor Comments:**

# Quincy School Community Council, Inc. (237209691)

## CHCX — Income Eligible Child Care

Contract Number 60009136055

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 181 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 181 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 181 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 133 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 133 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 133 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 83 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 83 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 83 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |

**Contractor Comments:** The OCCS surveys were sent out in timely manner. Some parents returned them on their own. Other surveys that were returned to the agency were forwarded/mailed to OCCS. The centers have not received any report on them from OCCS. The above performance information is solely based on the results received by our centers.

Contract Number 62500046024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 50 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 50 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 50 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 40 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 40 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 40 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 330 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 330 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 330 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 2 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 2 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:** No information was received regarding quarterly meetings.

# *Rainbow Child Development Center, Inc. (042507815)*

## *CHCX* Income Eligible Child Care

Contract Number 20009132013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 147 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 147 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 147 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 121 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 121 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 121 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.6a and 1.6b are unknown as questionaires were returned to OCCS.

## *CHCY* Supportive Child Care

Contract Number 20700042017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 78 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 78 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 78 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 115 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 115 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 115 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 115 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 115 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 115 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

## *Rape Crisis Services of Greater Lowell, Inc. (042732721)*

### *3361* Sexual Assault Prevention and Survivor Services

Contract Number 34012802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

# REACH, Inc (042979594)

## 3153 Residential Supports

Contract Number 25802580322

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.01 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 25802580353

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 89 | 90 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 89 | 90 |

**Contractor Comments:** No individuals require specialized services

## *3177* Individual Support

Contract Number 25802580321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.11 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0.11 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.01 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.01 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.01 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.01 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0.01 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0.01 |

**Contractor Comments:**

# *Rehabilitative Resources, Incorporated (042593315)*

## *2226a* SHIP Residential Services

Contract Number SCMRC20072007155

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 100 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 100 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0.8 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0.8 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 21402140393

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22102210312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22202220306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240322

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25202520321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25402540352

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26702670312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 100 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26702670350

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 22202220345

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 9 | 9 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 22202220371

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Residential Care Consortium, Inc. (222519375)*

## *2901a* Family Shelters

Contract Number SCWEL509220040FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | Actual | 11617 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | Actual | 11617 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.98 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** Measure 2.1 is no longer the responsibility of the family shelter programs. Effective January 1, 2001 DTA now contracts with the HAP program for housing search services. The family shelter program povides on-site support for housing search activities as well as office space for the HAP worker.

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 2

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 4847 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 58 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 43 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0.74 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 26 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.45 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 37 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0.64 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 0 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.67 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 0 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 2 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.25 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 190 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.32 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 67 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 67 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 67 |

**Contractor Comments:** Although there were only 67 family/single women in shelter during FY 02, each of them received advocacy case management and safety planning every month. Thus, the monthly statistic totals already submitted to DSS will reflect some month-to-month duplication. The ABOVE statistics are unduplicated numbers.

# *Residential Support Services, Inc. (043490827)*

## *3059* Community Rehabilitation Support

Contract Number 63202006089

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 85% | 0.85 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 100% | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 100% | 1 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 30000 | 30000 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 6000 | 6000 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 5000 | 5000 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 7000 | 7000 |

**Contractor Comments:** Question 1.2 actual performance is not applicable to this program.

# Resources for Human Development (231727133)

## 3153 Residential Supports

Contract Number SCDMR26002600345

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number SCDMR26002600368

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 80% | 0.8 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 80% | 0.8 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 0.95 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 0.95 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number SCDMR26002600345

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | N/A | |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | N/A | |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | N/A | |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | N/A | |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | N/A | |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100% | 1 |

**Contractor Comments:**

## *3176* Family Support

Contract Number SCDMR26002600364

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | n/a | |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | n/a | |

| | | | |
|---|---|---|---|
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | n/a | |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | n/a | |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | n/a | |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number SCDMR26002600364

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# RESPOND, Inc. (510163763)

## BWCSa Battered Women & Children: Comprehensive Program

Contract Number 00040219248

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 2856 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 32 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 17 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0.3 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 14 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.25 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 6 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0.11 |

| | | | |
|---|---|---|---|
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 56 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 1 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 477 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 226 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 10 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.58 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 685 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.92 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 56 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 56 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 56 |

**Contractor Comments:** RESPOND experienced a number of staffing changes this fiscal year including the Executive Director position.

We also implemented a system to have the follow-up form completed when program participants exit. This has increased our ability to get in touch with women, however, women do not always fill out the forms. Our ability to follow up longer term is also impacted by individuals moving on from the contact information given to us.

## *Riverbrook Residence, Inc. (043327968)*

### *3153* Residential Supports

Contract Number 3110302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** n/a

# Riverside Community Mental Health & Retardation Center, Inc. (043097170)

## 2201d — Job Support Services

Contract Number 20072004262

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 0 | 0 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 0 | 0 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 33 | 36 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 19 | 13 |

**Contractor Comments:** 1.1 , 1.2 Not applicable

## 2226a — SHIP Residential Services

Contract Number 20072007167

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 64 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 64 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0 |

**Contractor Comments:** 4.1 The Ship consumer survey document has not been developed at this time.

## *3015* Client and Community Empowerment

Contract Number 33602003131

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | .90 | 0.84 |
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | .90 | 0.84 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | .90 | 1 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | .90 | 1 |

**Contractor Comments:**

## *3034* Community Support Clubhouse

Contract Number 23202002039

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 25 | 25 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 18 | 13 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 25 | 28 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 25 | 40 |

| | | | |
|---|---|---|---|
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 28 | 28 |

**Contractor Comments:** 1.2 Transitional employment program was adversely affected by the economic downturn in FY 2002.

Contract Number 43302002052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 20 | 21 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 20 | 18 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 30 | 32 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 30 | 52 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 30 | 35 |

**Contractor Comments:**

Contract Number 43302004052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 20 | 24 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 24 | 26 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 30 | 36 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 25 | 37 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 30 | 34 |

**Contractor Comments:**

## 3036 Services for Education & Employment (SEE)

Contract Number 33602003144

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 35 | 23 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 38 | 24 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 16 | 17 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 20 | 40 |

**Contractor Comments:** 1.1 AND 1.2: Less referrals from DMH and the economic downturn resulted in reduced job placements.

## 3048 Respite Care Services

Contract Number 23202002038

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | .85 | 0.82 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | .9 | 0.78 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 23202002069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | .70 | 0.81 |

| | | | |
|---|---|---|---|
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7 | 2.2 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .5 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | .90 | 0.92 |

**Contractor Comments:**

Contract Number 32102003193

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | .70 | 0.82 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7 | 10.9 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | .90 | 0.88 |

**Contractor Comments:** 65% of hospital days (123days) were for an extended hospitalization at a state hospital. The bed was held open at the direction of the DMH site office.

Contract Number 33402003187

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | .75 | 0.67 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 4 | 17 |

| | | | |
|---|---|---|---|
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .5 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | .90 | 0.86 |

**Contractor Comments:** 40% of hospital days (122) were for one extended stay at a state hospital. The bed was held open at the direction of the DMH site office.

Contract Number 33602003185

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | .75 | 0.74 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7 | 4.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | .90 | 0.88 |

**Contractor Comments:**

Contract Number 43302004095

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | .70 | 0.73 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7 | 5.9 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | .5 | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | .90 | 0.94 |

**Contractor Comments:**

Contract Number 43302004098

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | .70 | 0.82 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7 | 4.7 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | .90 | 0.95 |

**Contractor Comments:**

## *3050* Outpatient

Contract Number 23202002040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | .87 | 0.92 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | .66 | 1 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | .88 | 0.96 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 132 | 77 |

| | | | |
|---|---|---|---|
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 30 | 77 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 537 | 1203 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 204 | 444 |

**Contractor Comments:**

Contract Number 33602003147

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | .78 | 1 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | .89 | 0.8 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | .85 | 1 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 18 | 34 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 20 | 14 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 201 | 104 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 35 | 15 |

**Contractor Comments:**

Contract Number 43302004053

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | .87 | 0.87 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | .87 | 0.57 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | .92 | 0.99 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 68 | 101 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 78 | 87 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 575 | 824 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 499 | 273 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 23202002040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | .86 | 0.86 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | .66 | 0.43 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | .94 | 0.96 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 189 | 232 |

| | | | |
|---|---|---|---|
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 4338 | 9048 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 458 | 861 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:** 2.2a , 2.2d Not applicable

Contract Number 33602003147

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | .85 | 0.81 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | .62 | 0.8 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | .97 | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 128 | 165 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1961 | 7343 |

| | | | |
|---|---|---|---|
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 808 | 2255 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:** 2.2a , 2.2d Not applicable

Contract Number 43302004053

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | .85 | 0.83 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | .70 | 0.63 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | .94 | 0.99 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 437 | 492 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2877 | 19652 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 5151 | 5413 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:** 2.2a , 2.2d Not applicable

## *3064* Outpatient Services (ch)

Contract Number 22602002012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | .93 | 1 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | .92 | 0 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 5 | 4 |

**Contractor Comments:** 1.2 Results reflect the low nomber of youth served.

Contract Number 33602003145

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | .90 | 0.5 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | .87 | 1 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 3 | 2 |

**Contractor Comments:** 1.1 Results are skewed by low number of youth served.

Contract Number 43302004056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | .94 | 0.82 |

| | | | |
|---|---|---|---|
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | .92 | 1 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 12 | 8 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number 33602003145

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | .92 | 1 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 40 | 689 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 6 | 8 |

**Contractor Comments:** 1.2 - 2.1b, Not a CAP contract.

## *3066* Individual & Family Flexible Support Srvs

Contract Number 22602002012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | .92 | 0.87 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | .93 | 1 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 45 | 35 |

**Contractor Comments:**

Contract Number 33602003145

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | .90 | 0.58 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | .87 | 0 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 14 | 21 |

**Contractor Comments:** 1.2 Surveys were sent to families at completion of service. None of the surveys were returned. This year we are sending staff to interview families and to help families complete surveys, this will include families who were discharged in FY 2002.

Contract Number 43302004056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | .94 | 0.82 |

| | | | |
|---|---|---|---|
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | .92 | 1 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 50 | 44 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 43302004057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | .95 | 0.88 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | .95 | 0.88 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | .95 | 0.88 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | .9 | 1 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | .9 | 1 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | .9 | 1 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | .9 | 1 |

| | | | |
|---|---|---|---|
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | .9 | 1 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 40 | 48 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 5.5 | 5.7 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 22202220357

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23502350370

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23802380345

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26502650330

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26702670327

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 22202220344

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 0 | 0 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0 |

**Contractor Comments:** performance factors sent via e-mail

Contract Number 23802380356

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 0 | 0 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0 |

**Contractor Comments:** performance factors sent via e-mail.

Contract Number 26802680365

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 0 | 0 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0 | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0 |

**Contractor Comments:** performance factors sent via e-mail.

## *3177* Individual Support

Contract Number 23802380371

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** 1. Not applicable

Contract Number 26702670369

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005185

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.68 |

| | | | |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.68 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.8 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.8 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802050

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.565 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.468 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.468 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.312 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.15 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.02 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.02 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.4 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number 23212802030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 1 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0.05 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 170 |

**Contractor Comments:**

## *3415* EI Autistic

Contract Number 36141175999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Intensive programs are available to all children with ASD in timely manner measured by the percentage of children beginning service in less than thirty days between referral to Intensive Home Visiting Program and initiation of service | 75% | 0.9 |
| 2.2 | Program collaborates with other service providers measured by the percentage of children with documentation of at least one monthly contact with collaborator in child's record | 85% | 0.7 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03642517031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.92 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 5 |

| | | | |
|---|---|---|---|
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:** 2.2 Agencies and groups are increasingly familiar with the program. Direct calling and individual tours of the building remain the most effective marketing tools.
Mass mailings, news releases and cable TV anouncements are also helpful.

## *Riverside Industries, Inc. (042438444)*

### *2205* Employment Services

Contract Number 20072031066

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 100 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 100 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 100 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 100 | 100 |
| 2.1 | Number of individuals served (unduplicated count) | 100 | 100 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 100 | 100 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100 | 100 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100 | 100 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100 | 100 |
| 4.4 | Number of individuals that are referred out for placement services | 100 | 100 |

**Contractor Comments:**

### *3163* Community Based Day Supports

Contract Number 21201120328

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 21202120326

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 49 | 45 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 15 | 20 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 2 | 11 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 34 | 24 |

**Contractor Comments:**

# Road to Responsibility, Inc (043035105)

## 2205 Employment Services

Contract Number 20072031067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.96 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0% | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 23 | 23 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 50 | 91 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0% | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 23 | 23 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 23 | 23 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100% | 1 |
| 4.4 | Number of individuals that are referred out for placement services | 0% | 0 |

**Contractor Comments:**

## 2834 Supported Work

Contract Number 40852SW0020

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 9 | 8 |
| 1.1 | Number of FY 02 Worksite Placements | 9 | 8 |
| 1.2 | Number of FY 02 Job Placements | 11 | 7 |
| 1.2 | Number of FY 02 Job Placements | 11 | 7 |
| 2.1 | FY 02 Enrollments | 15 | 15 |
| 2.1 | FY 02 Enrollments | 15 | 15 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 25202520320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.01 |

**Contractor Comments:**

Contract Number 25402540331

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.01 |

**Contractor Comments:**

Contract Number 25802580318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.01 |

**Contractor Comments:**

Contract Number 26902690361

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.01 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 25202520322

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0% | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0% | 0 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 25202520301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 20% | 0.35 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 50% | 0.35 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 10% | 0.26 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 20% | 0.04 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |

**Contractor Comments:**

Contract Number 25802580313

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 65% | 0.59 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 15% | 0.07 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5% | 0.07 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 15% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0.27 |

**Contractor Comments:** This was a great year for competitive placements!

Contract Number 26901690363

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 30% | 0.47 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 20% | 0.2 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5% | 0.04 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 45% | 0.04 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0% | 0.25 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26902690363

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 26902690364

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Robert F. Kennedy Children's Action Corps, Inc. (042457298)

## 2500 Secure Treatment

Contract Number 91512199605

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 0.52 |

**Contractor Comments:** Of the 122 clients served during FY'02 39 (or 32%)were discharged early as a result of either completing their treatment early or being moved in order free up a bed for a more needy client. In addition, 20 clients (or 16%) were extended beyond their initial time assignments as a result of either not completing their treatment goals or being a threat to public safety

Contract Number 92532199605

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 0.31 |

**Contractor Comments:** Of the 26 clients admitted during FY'02, 14 (or 54%) are still in residence. 4 clients (or 15%) received extensions to their original time assignments as a result of not having completed their treatment goals or being a continued threat to public safety. All extensions of time assignments are done in concert with DYS

Contract Number 92952199605

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 0.66 |

**Contractor Comments:** Of the 19 client admitted to the program in FY'02 10 are still in residence. Of the 9 who were discharged, 6 left in accordance with the original time asssignment contained in their treatment plan. 3 clients (or 33%) were extended as a result of not having met their treatment goals or were awaiting aftercare placments

## *2514* Community Supervision

Contract Number 92202063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.74 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.74 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.76 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.76 |

**Contractor Comments:**

Contract Number 92302063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.6 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.6 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.79 |

| | | | |
|---|---|---|---|
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.79 |

**Contractor Comments:** Goal one was not met since we have historically,
had a great deal of difficulty having DYS clients who have been reintegrated into the community after residential placements being readmitted into the Lowell Public Schools. DYS is aware of this situation.

# Roca, Inc. (223223641)

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352802051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 1247 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 250 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 76431 |

**Contractor Comments:** Measure Number 2.3 was proposed incorrectly as 125,000 educational materials and/or risk reduction devices distributed to clients belonging to the priority population for FY02. This is a typographical error, and should have read 55,000. Roca, Inc. proposed 23,500 in FY00, 55,000 in FY01 and is proposing 55,000 in FY03. We have exceeded our goal of 55,000 educational materials and/or risk reduction devices distributed in FY02 by more than 20,000.

## 3414 Youth Programs

Contract Number 23212802033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 100 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 50 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 400 |

**Contractor Comments:**

## 3438 Teen Challenge Fund

Contract Number 32142802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 120 | 138 |

| | | | |
|---|---|---|---|
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 100 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 100 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 100 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 71 |

**Contractor Comments:** All events have links to others prevention topics. This is part of the Coalition Model.

## *3454* FIRST Steps

Contract Number 85032807026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 0 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 0 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 0 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 0 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 0 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0 |

**Contractor Comments:** Information is not available from the Children's Trust Fund at this time.

# Roxbury Comprehensive Community Health Center (042501921)

## 3340 Combined Primary Care

Contract Number SCDPH33102802012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | 0.73 |
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | 0.73 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.8 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.8 |
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 0.92 |
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 0.92 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | 0.76 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | 0.76 |

| | | | |
|---|---|---|---|
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual | 0.94 |
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual | 0.94 |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% | 0.94 |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% | 0.94 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number SCDPH49352802099

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 975 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 91 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 8500 |

**Contractor Comments:** Outreach numbers may not be unduplicated. Number of educational materials and condoms is estimated.

## *3381* Chronic Disease Prevention

Contract Number SCDPH41132802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | % of contacts with MDPH funded and community based education and outreach programs (as defined in the contract) | 100% | 1 |

| | | | |
|---|---|---|---|
| 2.2 | # of educational activities provided on chronic disease and related risk factors | actual | 35 |

**Contractor Comments:** Contract was terminated January 13, 2002

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number SCDPH23012802026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 58.3 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 37.14 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 37.14 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 60 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 94.2 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 8.7 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 1.3 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 20.3 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 11.6 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3397* Narcotic Treatment Services

Contract Number SCDPH23192802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Programs submit 100% of all client data of all clients eligible to participate in MTQAS | 100% | 1 |

**Contractor Comments:**

## *3414* Youth Programs

Contract Number SCDPH23212802015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 1 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 30 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 555 |

**Contractor Comments:** One position was laid off mid year due to budget cuts.

## *3430a* HIV/AIDS Client Services

Contract Number SCDPH49252802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 31 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 31 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 216 | 422 |

**Contractor Comments:** Contract was terminated December 31, 2001

## *3436* Breast Cancer Initiative

Contract Number SCDPH340721G7213

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 0.5 |

**Contractor Comments:** Contract was terminated on December 31, 2001.

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number SCDPH29052143068

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 1657 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 0 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** 1.1. Pre and post tests were not conducted.
2.2 - 2.4 Program did not provide direct cessation services.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number SCDPH29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | N/A | 607 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | N/A | 400 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | N/A | 489 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | N/A | 234 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | N/A | 44 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** 1.2 is estimated.

Contract Number SCDPH29252087020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | N/A | 26 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | N/A | 53 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | N/A | 26 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | N/A | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | N/A | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** 1.4-1.5 Program did not provide direct cessation services.

Outreach postition was vacant for 3 months. Contract was terminated 3/1/02.

## *3486* Batterer Intervention

Contract Number SCDPH34092025044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 61 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.88 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 99 |

| | | | |
|---|---|---|---|
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 104 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 0 |

**Contractor Comments:**

# *Roxbury Youthworks Inc. (042733854)*

## *2514* Community Supervision

Contract Number 941222063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.89 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.89 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.93 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.93 |

**Contractor Comments:**

## *3057* Juvenile Court Clinic Forensic Services

Contract Number 82102008046

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Staff clinicians are licensed measured by percentage (number of licensed staff clinicians divided by total number of staff clinicians) | 75% | 1 |
| 1.2 | 12e hospitalizations decrease through use of diversion or alternative programs measured by percentage (number of 12e hospitalizations divided by total nunmber of 12e hospitalizations in base year) | Actual | 0 |
| 2.1 | Evaluations are completed by the established due date measured by percentage (number of evaluations completed by the established due date divided by the total number of evaluations requested) | 100% | 0.86 |

**Contractor Comments:** 1.2 Not applicable

2.1 This number was estimated based on the original requested or renegotiated due date. It does not include those cases not completed because of noncompliance. These are factors contributing to the subgoal estimate.

## *Ruah, Breath of Life, Inc. (043127439)*

### *3416* HIV/AIDS Support Housing

Contract Number 49291802016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.83 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.85 |

**Contractor Comments:**

## RZR Inc. (042691653)

### 3153 Residential Supports

Contract Number 22102210316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.82 |

**Contractor Comments:**

Contract Number 26402640311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

### 3163 Community Based Day Supports

Contract Number 22102210319

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:** This contract ended mid-year.

Contract Number 26402640320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 93 | 93 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 93 | 93 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 93 | 93 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 93 | 93 |

**Contractor Comments:**

# *Safe Passage, Inc. (042690131)*

## *BWCPa* Battered Women & Children: Substance Abuse Shelter

Contract Number 09950118591

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 0 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 0 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 0 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 0 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 0 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:** This MMARS code does not apply to Safe Passage, Inc.

Contract Number 09950118591

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 2867 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 60 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 17 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 96 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 14 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 94 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 6 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 83 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 674 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.98 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 96 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 52 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 99 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 28 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 30 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 171 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 65 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 26 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 26 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 26 |

**Contractor Comments:**

# Saint Francis House, Inc. (222519129)

## 2839 Individual Shelters

Contract Number 80929200009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 114,975 | 201724 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 114,975 | 201724 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 114,975 | 201724 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 114,975 | 201724 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 13,000 | 46910 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 13,000 | 46910 |

**Contractor Comments:**

## 3039 Homeless Support Services

Contract Number 26012601611

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 75% | 2.44 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 20% | 0.217 |

**Contractor Comments:**

# SALEM COMMUNITY CHILD CARE, INC. (042743056)

## CHCX — Income Eligible Child Care

Contract Number 30002133019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 95 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 95 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 85 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 85 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 85 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 70 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 31012043018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 8 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 14 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 14 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 14 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 13 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 13 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 13 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 15 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 15 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 15 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 15 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 15 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 15 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 3 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

# SeniorCare, Inc. (042512171)

## 8006 Home Care Purchase-of-Service

Contract Number 03642206011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 97 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.95 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 20 | 36 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 801 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.99 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 1 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 64 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.07 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.94 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.98 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03642233223

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 88 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 93 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 82 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 13 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03642206011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.97 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.95 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 36 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 815 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.99 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 815 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 1 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 42 | 64 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.07 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.94 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03641517044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 1 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 8 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03641225011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 25 | 31 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 1 | 8 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 75 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0.4 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 2.25 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 7 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 19 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 1.5 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 1.5 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 03642206011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 80 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.95 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.95 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.95 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.95 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.95 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.95 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0.95 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0.95 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 0 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 0 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.85 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 13 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03642206011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.98 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 0.67 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 16 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.98 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.98 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03642eco011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.96 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 2 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 38 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.98 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.98 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# ServiceNet, Inc. (042526194)

## 2226a SHIP Residential Services

Contract Number SCMRC20072007172

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 1 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 0 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 0 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0.8 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0.8 |

**Contractor Comments:**

## 2839 Individual Shelters

Contract Number 4092200MC02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 12881 | 18120 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 12881 | 18120 |

| | | | |
|---|---|---|---|
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 25623 | 45664 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 25623 | 45664 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 14235 | 3681 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 14235 | 3681 |

**Contractor Comments:**

## *2901a* Family Shelters

Contract Number SCWEL509210042FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 20 | 22 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 20 | 22 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 4436 | 29128 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 4436 | 29128 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.92 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.92 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

## *3048* Respite Care Services

Contract Number DMH13202001047

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 90% | 1 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 85% | 1 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number DMH13202001126

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 0.81 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 2.6 | 2.7 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.86 |

**Contractor Comments:**

Contract Number DMH13602001142

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 0.73 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 5.0 | 9.83 |

| | | | |
|---|---|---|---|
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 1.0 | 3.38 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 87% | 0.89 |

**Contractor Comments:**

## *3050* Outpatient

Contract Number DMH13202001054

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 90% | 1 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 1 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 80% | 0.83 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 0 | 6 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 0 | 0 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 0 | 96 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 0 | 0 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number DMH13202001054

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 78% | 0.96 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.77 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 80% | 0.91 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 230 | 183 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 3000 | 3110 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1200 | 1902 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1000 | 1200 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 200 | 180 |

**Contractor Comments:**

Contract Number DMH13202001055

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 43% | 0.5625 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 100% | 0.57 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 60% | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 13% | 0.16 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 3780 | 11650 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 440 | 2141 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 461 | 1883 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 131 | 375 |

**Contractor Comments:**

## *3064* Outpatient Services (ch)

Contract Number DMH13202001058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 75% | 0.95 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.95 |

| | | | |
|---|---|---|---|
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 50% | 0.65 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number DMH13202001058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 80% | 1 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 30% | 0.34 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 30% | 0.33 |

**Contractor Comments:** RE "0" entries -- These measures do not apply as this contract is not a Parent Coordinator or CAP contract.

## *3066* Individual & Family Flexible Support Srvs

Contract Number DMH13202001058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 70% | 0.95 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.95 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 85% | 0.74 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number DMH13202001057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 90% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 90% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 90% | 1 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 90% | 1 |

| | | | |
|---|---|---|---|
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 90% | 1 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 90% | 1 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 90% | 1 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 35 | 41 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 12 | 14 |

**Contractor Comments:**

Contract Number DMH13602001123

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 90% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 90% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child’s level of functioning within the family divided by total number of clients discharged | 90% | 1 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 90% | 1 |

| | | | |
|---|---|---|---|
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 90% | 1 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 90% | 1 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 90% | 1 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 35 | 36 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 12 | 14 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number DMH13202001132

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90% | 1 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 85% | 1 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 85% | 1 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 85% | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number DMR21202120301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR21502150356

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number DMR21202120306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number DPH3601105186

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.55 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.55 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 1 |

| | | | |
|---|---|---|---|
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 1 |

**Contractor Comments:**

## *3415* EI Autistic

Contract Number DPH37011008999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Intensive programs are available to all children with ASD in timely manner measured by the percentage of children beginning service in less than thirty days between referral to Intensive Home Visiting Program and initiation of service | 75% | 0.9 |
| 2.2 | Program collaborates with other service providers measured by the percentage of children with documentation of at least one monthly contact with collaborator in child’s record | 85% | 0.95 |

**Contractor Comments:**

## *RESGa* Bridge Home

Contract Number DSS09950219292

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 1 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0.33 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0.5 |

| | | | |
|---|---|---|---|
| 2.2 | Number of hours of training received by each staff. | actual | 30 |

**Contractor Comments:** Measures 1.1, 1.2, and 1.4 do not apply to the particular client group we are serving under this contract.

## *RESS* Alternative Lockup Program

Contract Number DSS10200218245

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | To eliminate all instances of status offenders being detained in police lockups for any length of time measured by total number of violations (from information generated by police dockets and compiled by the Executive Office of Public Safety) | 0 Violations | 0 |
| 1.2 | To eliminate all instances of alleged non-violent offenders being detained in police lockup for longer than six hours measured by total number of youths detained for more than six hours (from information generated by police dockets and compiled by the ) | 0 Youths | 0 |
| 1.3 | All clients receiving alternative placement services are transported to court for arraignment on the next court day measured by percentage (total number of youths receiving ALP services transported to court the next day divided by total number of youth ) | 100% | 0 |
| 2.1 | Number of referrals to ALP services measured by the total annual number of calls received and reported in the Monthly Service Delivery Report | Actual | 0 |
| 2.2 | Percentage of clients mediated home by ALP measured by the total annual number of "non-placement" services reported in the Monthly Service Delivery report divided by total number of clients receiving ALP services | Actual | 0 |
| 2.3 | Number of clients placed in ALP measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 0 |
| 2.4 | Number of clients transported to court measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 0 |
| 2.5 | Number of trainings offered to both police departments and DSS measured by the total annual number or trainings reported to DSS | Actual | 0 |
| 3.1 | Cost per referral measured by the total actual program budget divided by total number of referrals | Actual | 0 |
| 3.2 | Cost per bed night measured by the total actual program budget divided by total number of bed nights | Actual | 251 |
| 3.3 | Cost per ALP day measured by the total actual program budget divided by 365 days | Actual | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Decrease in the overall violations committed by the state and local police measured by the number of violations reported by EOPS report divided by total number of clients served x 100 to obtain a percentage | 0% | 0 |

**Contractor Comments:** Please note that "0's" were entered in many fields because, although the contract was given a MMARS code designated as "Alternative Lock-up" most of the clients served under this contract were actually in the program as an alternative to foster care, so most of the measures do not apply.

# *Serving People In Need, Inc. (043019658)*

## *2901c* Scattered Sites

Contract Number SCWEL409520SC010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 100% | 0.4 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.89 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** Decreased occupancy due to losing units to a city rehabilitation project.

## *RESGa* Bridge Home

Contract Number 00000000000000

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 0 |

**Contractor Comments:** We do not have a Bridge Home

## *RESGb* Group Home Teen Pregnancy Program

Contract Number scdss09950219264

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 9 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 10 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 0 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.11 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.44 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.3 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 1 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 163041.56 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 32608.31 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 163041.56 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 32608.31 |

| | | | |
|---|---|---|---|
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 1 |

**Contractor Comments:** 1.1 All teen must complete their high school education prior to entering the program.

2.3 There are no emergency beds in this program.

Contract Number smdss09950218120

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.44 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.22 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0.05 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 18 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 18 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 37 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.22 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.77 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.3 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 1 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 392987.65 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 35726.15 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 403067.65 |

| | | | |
|---|---|---|---|
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 36642.51 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 1 |

**Contractor Comments:**

# *Seven Hills Foundation and Affiliates (043293659)*

## *2205* Employment Services

Contract Number 20072031078

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 0.9925 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.99 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 100% | 1 |
| 2.1 | Number of individuals served (unduplicated count) | 40 | 40 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 15 | 16 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 1% | 0.01 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100% | 0.995 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100% | 0.995 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100% | 1 |
| 4.4 | Number of individuals that are referred out for placement services | 1% | 0.01 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 22002200325

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0 |

**Contractor Comments:**

Contract Number 22002200348

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22102210307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 22102210371

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22202220311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240361

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.96 |

**Contractor Comments:**

Contract Number 22402240363

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23002300354

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23102310321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 23202320303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 23502350323

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 23802380304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 25602560302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.96 |

**Contractor Comments:**

Contract Number 25702570306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 25702570406

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.96 |

**Contractor Comments:**

Contract Number 25802580304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 26402640393

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

Contract Number 26602660302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26602660311

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 22402240306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 90% | 0.83 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 90% | 0.83 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75% | 0.64 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75% | 0.64 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 22202202320

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 17% | 0.31 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 54% | 0.46 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 26% | 0.23 |

**Contractor Comments:**

Contract Number 22402240308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 31% | 0.24 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 46% | 0.54 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 23% | 0.22 |

**Contractor Comments:**

Contract Number 25702570345

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100% | 0.84 |

**Contractor Comments:** 3 Individuals with medical issues prevented them form continuing at their jobs.

Contract Number 26602660306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 19% | 0.45 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 45% | 0.26 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0.16 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 36% | 0.13 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 22002200303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22002200321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22102210304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 0.04 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 0.16 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22102210338

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22202220309

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 0.16 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22202220335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 1 |

| | | | |
|---|---|---|---|
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 19% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240364

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 10% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 10% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 30% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 5% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 23102310327

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 20% | 0.205 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0 | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 22202220324

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240307

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 22402240309

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 23802380391

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.96 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.96 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 26602660303

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# Shelter, Inc. and Affiliates (237364546)

## 2839 Individual Shelters

Contract Number SCWEL40922100011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 6570 | 6570 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 6570 | 6570 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 14976 | 14976 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 14976 | 14976 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 9126 | 9126 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 9126 | 9126 |

**Contractor Comments:**

## 2901a Family Shelters

Contract Number SCWEL509220043FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 9 | 9 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 9 | 9 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 6570 | 6570 |

| | | | |
|---|---|---|---|
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 6570 | 6570 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.9 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.9 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** Under contract, we only provide support for housing search activities, which we do with 100% of all our clients. ABCD has been subcontracted to provide this service, therefore, there is no goal for the number of families placed into housing in our contract.

# Shore Educational Collaborative (042576002)

## 3163 Community Based Day Supports

Contract Number 23802380355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 98% | 0.99 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 98% | 0.99 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 98% | 0.99 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 98% | 0.99 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 95% | 0.95 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 95% | 0.95 |

**Contractor Comments:** 0

Contract Number 26802680384

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 98% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 98% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 98% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 98% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 95% | 0.95 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 95% | 0.95 |

**Contractor Comments:** 0

## *3168* Employment Services

Contract Number 23802380384

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:** Contract #23802380384has been amended into Contract # 23802380355

# Social Service Centers, Inc. (042842560)

## 3153 Residential Supports

Contract Number 26802680339

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *Sociedad Latina, Inc (042678255)*

### *3414* Youth Programs

Contract Number 23212802024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 48 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 10 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 1532 |

**Contractor Comments:** Youth have been referred to treatment through one on one street outreach efforts.

### *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143077

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 70 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 845 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 25 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** We do not have smoking cessation components to program.

# *Somerville Cambridge Elder Services, Inc. (042515020)*

## *8006* Home Care Purchase-of-Service

Contract Number 03642206022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 76.3 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 79.6 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 82 | 82 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1246 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.9 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 6 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 161 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.97 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.95 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.9 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03642233207

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 94 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 97 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 95 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 15 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03642206022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 74.8 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 79.6 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 95 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1335 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.9 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 89 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 6 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 144 | 169 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.97 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.977 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 0.9 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number 03642225022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 5 | 5 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 20 | 20 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 32 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 20 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 3.4 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 3.6 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 6.8 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 31.1 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 2.2 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0.4 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 03642206022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 93 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 100 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 99 |

| | | | |
|---|---|---|---|
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 99 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 100 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 15 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03642206022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 87.2 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 1.25 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 38.3 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.9 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.9 |

| | | | |
|---|---|---|---|
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0.9 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number 03642ECO022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 88.4 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 4 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 62.3 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 90 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.96 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0.9 |

**Contractor Comments:** 2.3 is a percentage, as tracked in SHC.
2.4 Discharges under Medicare Benefits do not have an accurate tracking mechanism. Through the state system we only capture information about Medicaid. Expect that actual number is higher, but no way, except anecdotally, to verify.

# *Somerville Homeless Coalition, Inc (042897447)*

## *2901a* Family Shelters

Contract Number SCWEL509220045FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 3 | 1 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 3 | 1 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 2444 | 2560 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 2444 | 2560 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.96 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.96 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** placements of families have been affected with the high cost of apartments for 2 and 3 bedrooms as well as the availabilitiy of such apartments.

# Somerville Mental Health Association, Inc. (042347075)

## 3053 Social Club

Contract Number SCDMH63502006044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 700 | 783.95 |
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 700 | 783.95 |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | 5% | 0.51 |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | 5% | 0.51 |
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | 90% | 1 |

**Contractor Comments:** The intention of items 1.1a and 1.2 is to measure growth in program enrollment. In fact, this measures only the seasonality of program participation, with low participation in the summer months, including July, the first month of the contract year. In any event, the program is currently operating at or near full capacity given budgeted staff levels. Hence, we do not agree that a five percent growth in program participation is an appropriate goal.

## 3064 Outpatient Services (ch)

Contract Number SCDMH62102006023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 0.95 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.89 |

| | | | |
|---|---|---|---|
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 13 | 14 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number SCDMH62102006023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 85% | 0.93 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | NA | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | NA | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | NA | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | NA | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | NA | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 120 | 134 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 19 | 17 |

**Contractor Comments:**

## *3066* Individual & Family Flexible Support Srvs

Contract Number SCDMH62102006023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 0.95 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.89 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 150 | 180 |

**Contractor Comments:**

## *South Boston Action Council, Inc. (042441041)*

### *3414* Youth Programs

Contract Number 23212802011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 95 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 12 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 455 |

**Contractor Comments:**

# South Boston Neighborhood House (042104807)

## CHCX — Income Eligible Child Care

Contract Number 60002136034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 35 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 35 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 35 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 35 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 35 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 35 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 35 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 35 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 35 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

| *CHCY* | Supportive Child Care |
|---|---|

Contract Number 62502046025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 13 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 16 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 16 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# South End Community Health Center, Inc. (042456134)

## 3050 Outpatient

Contract Number 63102006059

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 80% | 0.94 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 80% | 0.73 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 80% | 0.94 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 300 | 408 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 175 | 187 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 3900 | 5735 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 1750 | 2779 |

**Contractor Comments:**

## 3059 Community Rehabilitation Support

Contract Number 63101006059

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 80% | 0.8 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 1 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 75% | 0.89 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 188 | 234 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 9757 | 9846 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 7917 | 9557 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 368 | 520 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 368 | 681 |

**Contractor Comments:**

## *3064* Outpatient Services (ch)

Contract Number 62102006024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 1 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.91 |

| | | | |
|---|---|---|---|
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 5 | 19 |

**Contractor Comments:** This contract was cancelled in April, 2002.

## *3065* Community and School Support

Contract Number 62102006024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 85% | 0.98 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 150 | 250 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 15 | 12 |

**Contractor Comments:** The following performance measures1.2,1.3,2.1,2.1a,2.1b are not a part of this contract performance measures as agreed upon with the contracting agency the Metro Boston Child/Adolescent Department. Therefore a zero value has been entered into those fields.

## 3066 Individual & Family Flexible Support Srvs

Contract Number 62102006024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 1 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.91 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 140 | 105 |

**Contractor Comments:**

## 3375 WIC Nutrition

Contract Number 35023802012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.99 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.99 |

**Contractor Comments:**

## 3461 Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29090087999081

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 1620 | 135 |

| | | | |
|---|---|---|---|
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 468 | 39 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 1620 | 135 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 825 | 68.75 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 2 |

**Contractor Comments:** The tobacco treatment specialist position was vacated in 9/01. DPH cut this contract during FY02 before the duration of the contract was complete.

# South Middlesex Opportunity Council, Inc. (042389659)

## 2201c Skills Training

Contract Number 20072004250

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 37 | 32 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 37 | 32 |
| 2.1 | Total number of individuals served measured by unduplicated count | 37 | 37 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 100 | 40 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 100 | 60 |

**Contractor Comments:**

## 2833a Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508529YP014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 10 | 10 |
| 2.1 | Enrollments | 14 | 14 |

**Contractor Comments:**

## 2839 Individual Shelters

Contract Number 40922100049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 190 | 100 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 190 | 100 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 12925 | 100 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 12925 | 100 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 152 | 100 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 152 | 100 |

**Contractor Comments:**

Contract Number 40922100089

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 320 | 100 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 320 | 100 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 11550 | 100 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 11550 | 100 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 367 | 100 |

| | | | |
|---|---|---|---|
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 367 | 100 |

**Contractor Comments:**

Contract Number 40922100090

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 30 | 100 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 30 | 100 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 8231 | 100 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 8231 | 100 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 427 | 100 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 427 | 100 |

**Contractor Comments:**

Contract Number 40922100099

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 119 | 100 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 119 | 100 |

| | | | |
|---|---|---|---|
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 3000 | 100 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 3000 | 100 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 673 | 100 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 673 | 100 |

**Contractor Comments:**

## *2901a* Family Shelters

Contract Number 509220046FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 60 | 71 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 60 | 71 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 29595 | 34965 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 29595 | 34965 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.99 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.99 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.2 Increase shelter capacity by 3 families (10 individuals) 5/3/02

Contract Number 509220056FS

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 16 | 16 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 16 | 16 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100 | 100 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 100 | 100 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.97 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.97 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

## *2901c* Scattered Sites

Contract Number 409520SC006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 70 | 72.2 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.959 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:**

## *3015* Client and Community Empowerment

Contract Number 43202004044

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 0 | 0 |
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 0 | 0 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 0 | 0 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 0 | 0 |

**Contractor Comments:** n/a - a draft of performance indicators were recieved from Eileen Weber of DMH in April. They were returned to her with feedback. No finalized indicators have been received as of 6/30/02.

## *3036* Services for Education & Employment (SEE)

Contract Number 43202004043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 105 | 101 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 135 | 99 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 40 | 37 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 40 | 97 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 43102004085

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | actual | 96 |

| | | | |
|---|---|---|---|
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 20 | 15 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | actual | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80 | 100 |

**Contractor Comments:**

Contract Number 43202004091

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | actual | 44 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 20 | 25 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | actual | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80 | 95 |

**Contractor Comments:** Our Hudson House Program, which houses a very medically compromised population, showed PSTN success rates

## *3050* Outpatient

Contract Number 43202004044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 87 | 86 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 80 | 98 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | na | 1319 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | na | 747 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | na | 15997 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | na | 2339 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 43202004044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | na | 86 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | na | 83 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | na | 96 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | na | 141 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | na | 7973 |

| | | | |
|---|---|---|---|
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | na | 4616 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | na | 4204 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | na | 0 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 90.4 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 20.5 |

**Contractor Comments:**

## *3361* Sexual Assault Prevention and Survivor Services

Contract Number 34012110025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |

| | | | |
|---|---|---|---|
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 0.85 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:** 2.2 Although we met with staff from Llamanos y Hablamos and the Asian Domestic Violence Task Force informally for networking, no formal presentations were done with those organizations.

## *3375* WIC Nutrition

Contract Number 35022101043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9 |

**Contractor Comments:**

Contract Number 35022802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.959 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.959 |

**Contractor Comments:** Our program was short staffed and without a Community Coordinator Outreach person for most of the year.

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 25 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 55.7 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 57.4 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 46.5 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 20.5 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 31.07 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 17.3 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 13.6 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 24 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 24 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 24 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 24 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 23 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 23 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 2 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 2 |

| | | | |
|---|---|---|---|
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 71 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 71 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 71 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 71 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 41 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 41 |

**Contractor Comments:**

Contract Number 23042939999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 24 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 24 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 24 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 24 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 23 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 23 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 2 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 2 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 71 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 71 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 71 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 71 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 41 |

| | | | |
|---|---|---|---|
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 41 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 231121G6073

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 9 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 72 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 44 |

**Contractor Comments:** Start-up Program

Contract Number 23112802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 48 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 38 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 3 |

**Contractor Comments:**

## *3395b* Acute Treatment Services

Contract Number 23032802003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 55 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 53 |

**Contractor Comments:**

## 3416 HIV/AIDS Support Housing

Contract Number 49292802006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.95 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 0.7 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.95 |

**Contractor Comments:** Program has maintained full occupancy with new residents moving in with in 2 weeks of a vacancy. All residents have an ISP established within 2 weeks of their entrance. Staff keeps an interactive waiting list so there is ongoing communication between clients, housing advocates and New Beginnings. This enables the transition to happen more efficiently. We have regular agencies who send referrals on a consistant basis. Ongoing needs assessments are done through individual meetings and weekly community meetings so that the residents have a forum to address their neeeds. Services provided reflect these assessments.

## 3455 Special Residential Services for Women (includes Family Shelters)

Contract Number 23352802001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 100 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 100 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 64 |

**Contractor Comments:**

Contract Number 09950219279

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 0 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 0 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 0 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 0 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:** This program is for emergency safe beds and is not a substane abuse shelter. It was reported under BWCSa.

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 00040219252

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 4176 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 265 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 183 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 100 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 654 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.83 |

| | | | |
|---|---|---|---|
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 78 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 240 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 4 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 50 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 338 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 183 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 183 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 183 |

**Contractor Comments:** 1.15 - 1.18: Our method of capturing data pertaining to certain measures was insufficient for a portion of the year. Changes have been implemented and improvement made to more accurately reflect the reporting requirements.

1.3: Statistical data for shelter and safe home program were co-mingled, therefore it is impossible to differentiate who was truned away due to lack of space from a particular service. We do know that the occupancy rate for safe home tends to be lower than for shelter, so one could speculate that the percentage turned away due to lack of space was higher for shelter requests.

Contract Number 09950219279

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 553 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 0 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 0 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 73 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 100 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 654 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.21 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 11 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 0 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 3 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 100 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 73 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 73 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 73 |

**Contractor Comments:**

1.15-1.18: Our method of capturing data pertaining to certain measures was insufficient for a portion of the year. Changes have been implemented and improvement made to more accurately reflect the reporting requirements.

1.3: Statistical data for shelter for safe home program were co-mingled, therefore it is impossible to differentiatewho was turned away due to lack of space from a particular service. We do know that the occupancy rate for safe home tends to be lower than for shelter, so one could speculate that the percentage turned away due to lack of space was higher for shelter requests.

## *BWCSc* Battered Women & Children: Transition to Independent Living

Contract Number 09950219132

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of TIL housing beds occupied--given # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual # of bed days for the month | Actual | 0 |
| 1.2 | Percentage of TIL housing beds occupied measured by the # of bed days divided by the capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 0 |
| 2.1 | Number of families requesting TIL services who are turned away due to lack of space measured by the actual number of families turned away | Actual | 0 |
| 2.2 | Percentage of familes requesting TIL services who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by the number of families requesting TIL services | Actual | 0 |
| 3.1 | Number of families receiving educational/vocational services measured by the actual number of families receiving deucational/vacational services | Actual | 0 |
| 3.2 | Percentage of families receiving educational/vocational services measured by the number of families receiving educational/vocational serviced divided by number of families in program | 100% | 0 |
| 3.3 | Number of families receiving advocacy services measured by the actual number of families receiving advocacy services | Actual | 0 |
| 3.4 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in program | 100% | 0 |

| | | | |
|---|---|---|---|
| 3.5 | Number of families receiving support services measured by the number of families receiving support services | Actual | 0 |
| 3.6 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in program | 100% | 0 |
| 3.7 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 0 |
| 3.8 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by the number of children in program | 100% | 0 |
| 4.1 | Number of families reporting at time of exit that they were helped during their participation in the program measured by the actual number of families reporting that they were helped during their participation in program | Actual | 0 |
| 4.2 | Percentage of families reporting at time of exit that they were helped during their participation in the program measured by the number of families reporting they were helped divided by the number of families exiting program | Actual | 0 |
| 4.3 | Number of families who receive follow-up contact 3 months after leaving the program measured by the actual number of families contacted | Actual | 0 |
| 4.4 | Percentage of families who receive follow-up contact 3 months after leaving the program measured by the # of families contacted in a given month (left program 3 mohths prior to contact) divided by # of families who left program during the entire month 3 | Actual | 0 |
| 4.5 | Number of families who receive follow-up contact 6 months after leaving the program measured by the actual number of families contacted | Actual | 0 |
| 4.6 | Percentage of families who receive follow-up contact 6 months after leaving the program measured by the # of families contacted in a given month (left program 6 mohths prior to contact) divided by # of families who left program during the entire month 6 | Actual | 0 |
| 5.1 | Number of families receiving community (non-residential) services measured by the actual number of families receiving community services | Actual | 0 |
| 5.2 | Percentage of fvailies receiving community (non-residential) services measured by the number of families receiving community services divided by the number of families served in both program and outside community | Actual | 0 |
| 5.3 | Number of trainings conducted measured by the actual number of trainings conducted | Actual | 0 |

| | | | |
|---|---|---|---|
| 5.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0 |
| 5.5 | Number of staff who speak multiple languages measured by the actual number of staff who speak multiple languages | Actual | 0 |
| 5.6 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0 |

**Contractor Comments:** 0

## *CHCa* Court Based child Care

Contract Number 0900213CMSA

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are linked to the social, medical, child care and other services they need measured by the percentage of children who are informally screened for medical and health services | Actual | 0 |
| 1.1b | Of the percentage of children identified in 1.1a, report the percentage of children that are referred for medical or health services | Actual | 0 |
| 1.2 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that are referred to social service agencies | Actual | 0 |
| 1.3 | Families are linked to the social, medical, child care and other services they need measured by the percentage of families that request and are provided with information and resources that address parenting issues | Actual | 0 |
| 1.4a | Families are linked to the social, medical, child care and other services they need measured by the percentage of families informally screened for behavioral problems or developmental delays | Actual | 0 |
| 1.4b | Of the percentage of children identified in 1.4a, where the need for additional services (Early Intervention, WIC, etc) is identified, report the percentage of children that are referred. | Actual | 0 |
| 1.5 | Families are respected and engaged as partners in meeting their children's needs measured by the percentage of families that are provided family satisfaction questionnaires upon leaving child care services or participate in exit interviews or focus group | Actual | 0 |
| 1.6 | The functioning of the courts improves and increases in efficiency measured by the number of questionnaires completed and returned by court personnel who work with children and families that reflect satisfaction with the services provided. | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.7 | Continuity of care is arranged for children and families needing childcare services measured by the percentage of families referred for child care services that result in services being received. | Actual | 0 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 40002134012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 164 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 164 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 164 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.5 & 1.6 - We give the parents the OCCS questionaire and ask that they return it to OCCS @ Ashberton Place. We do not know the % of clients that return it or the % that are satisfied.

## *CHCY* Supportive Child Care

Contract Number 41302044012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 85 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 85 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 85 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 94 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 94 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 94 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 184 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 184 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 184 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 184 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 184 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 184 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 184 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 184 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 184 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 184 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 184 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 184 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:** 1.10 & 1.11 - Consumer satisfaction questionaires are given to clients. We are not aware of the outcomes.

1.8 & 1.9 - Quarterly meetings with OCCS & DSS, we were not contacted with info.

# South Norfolk County Association for Retarded Citizens, Inc. (042349499)

## 3163 Community Based Day Supports

Contract Number 26602660313

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## 3176 Family Support

Contract Number 25402540381

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | na | 0.05 |

| | | | |
|---|---|---|---|
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | na | |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | na | |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 26702670384

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | n/a | 0.05 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | n/a | |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | n/a | |

| | | | |
|---|---|---|---|
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

# South Shore Assoc. for Retarded Citizens (042302069)

## 3153 Residential Supports

Contract Number 26902690368

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.8 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 26902690377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0% | 0 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26902690377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 51% | 0.66 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 30% | 0.19 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 4% | 0.04 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 20% | 0.19 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 15% | 0.11 |

**Contractor Comments:** 0=N/A

## *3176* Family Support

Contract Number 26902690354

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 50% | 0.25 |

| | | | |
|---|---|---|---|
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.3 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0.48 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 0=N/A

## *3177* Individual Support

Contract Number 26902690370

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005188

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.75 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.75 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.9 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |

**Contractor Comments:** 2.1 Children may be in the hospital or families cancel appointments due to illness.
Families put assessment/services on hold

Contract Number 36012005999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.75 |

| | | | |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.75 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.9 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |

**Contractor Comments:**

# South Shore Day Care Services, Inc. (237097840)

## CHCX — Income Eligible Child Care

Contract Number 400000134044

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 350 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 350 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 350 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 350 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 350 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 350 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 40 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 40 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 40 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.95 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.95 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.95 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 41600044035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

# SOUTH SHORE EDUCATIONAL COLLABORATIVE (042587341)

## 3163 Community Based Day Supports

Contract Number DMR2690269042801

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

# South Shore Elder Services, Inc. (042596213)

## 8006 Home Care Purchase-of-Service

Contract Number 03641206023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 97 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 99.5 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 50 | 50 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1173 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.995 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 6 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 96 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.93 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.98 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number sceld03642233234

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 97 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 100 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 96 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 12 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03641206023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.97 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 99.5 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 50 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1348 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.995 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1348 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 6 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 96 | 96 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.93 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.98 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number eld03641f35016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.78 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 9 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:** There was a change of staff in March 2002, after the long time coordinator choose to leave. Prior to her departure, the coordinator was working half-time, thus timeing in the areas of marketing and placement of tenants was compromised.

## *8025* Coordination of Care

Contract Number 03642225023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 9 | 9 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 41 | 41 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 157.25 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0.82 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 2.83 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 12.8 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 23.9 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 3.9 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0.08 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## 8042 Protective Services Care Management

Contract Number 03641206023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 0.95 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 1 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 0.92 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 12 |

**Contractor Comments:**

## 8043 Managed Care/Housing

Contract Number 03641206023

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.95 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 0.58 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 40 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 1 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 0 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number sceld03642eco023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 92 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 2 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 50 |

| | | | |
|---|---|---|---|
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 99.5 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1.05 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 1 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 0 |

**Contractor Comments:**

4.2 As EA is only conducting one uniform intade peer review per year, and as all clients selected for that review were SHCP, there are no data to report RE ECOP Please note also that most clients are transferred into traditional ECOP subsequent to opening in SHCP d/t eligibility factors e.g loss of support, etc.

2.3 Fugure applies to all clients, report used for this measure does not identify program adjustment will be requested

# South Shore Mental Health Center, Inc. (042677185)

## 2143 Residential/Day (3 providers only)

Contract Number SCMCB41002123112

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 0.75 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.33 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:** 1.1 - 36 community based experiences, not including routine banking, grocery shopping, etc.

## 2226a SHIP Residential Services

Contract Number SCMRC20072007156

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 0 |
| 1.1 | Following October 1, 2001, consumers will maintain stable and integrated living situations measured by the percentage of individuals remaining in the community and/or their own homes | 100% | 0 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 0 |
| 1.2 | Following October 1, 2001, consumers will decrease behaviors that impede community integration measured by the number of incidents reports | Actual | 0 |
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers ae satisfied with the provider's services as measured by a positive rating using SHIP's consumer satisfaction survey | 80% | 0 |

**Contractor Comments:** The contract was pulled in early 2002. Sufficient time is not available to collect data on the above measurables and observables.

## *3048* Respite Care Services

Contract Number SCDMH43402004068

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 85% | 0.77 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 90% | 0.9 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number SCDMH43402004101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 56% | 0.72 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 490% | 4.15 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 102% | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 51% | 0.82 |

**Contractor Comments:**

## *3050* Outpatient

Contract Number SCDMH43402004069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 0% | 0.85 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 0% | 0.68 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 0% | 0.95 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 0 | 97 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 0 | 125 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 0 | 831 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 0 | 464 |

**Contractor Comments:** budgeted information not available.

Contract Number SCDMH53502005052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 89% | 0.9 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 93% | 0.98 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 93% | 0.95 |

| | | | |
|---|---|---|---|
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 88 | 20 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 83 | 19 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 775 | 157 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 420 | 61 |

**Contractor Comments:**

Contract Number SCDMH53502005053

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 89% | 0.93 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 88% | 0.92 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 93% | 0.89 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 85 | 19 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 83 | 19 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 800 | 212 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 420 | 74 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number SCDMH43402004069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 80% | 0.8 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 1 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 93% | 0.93 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 350 | 271 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 3886 | 5660 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 3685 | 6858 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2680 | 948 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 3685 | 6858 |

**Contractor Comments:**

Contract Number SCDMH53502005052

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 80% | 0.93 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.83 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 87% | 0.97 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 62 | 28 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2076 | 1799 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1466 | 7275 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 164 | 20 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 920 | 0 |

**Contractor Comments:**

Contract Number SCDMH53502005053

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 80% | 0.94 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.93 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 87% | 0.95 |

| | | | |
|---|---|---|---|
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 120 | 60 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 3000 | 1622 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 1200 | 1016 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 230 | 71 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 870 | 19 |

**Contractor Comments:**

## *3064* Outpatient Services (ch)

Contract Number SCDMH43402004072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 0% | 0.97 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 88% | 0.94 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 132% | 0.91 |

**Contractor Comments:** 1.1 - goal not specified in attachment 2.

## *3065* Community and School Support

Contract Number SCDMH43402004072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 92% | 0.93 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 88% | 0.8 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 88% | 0.8 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 1400 | 1651 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 120 | 103 |

**Contractor Comments:** 2.1 - Goal was not specified on Attachment 2 of Contract.

## *3066* Individual & Family Flexible Support Srvs

Contract Number SCDMH43402004072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 91% | 0.6 |

| | | | |
|---|---|---|---|
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 88% | 0.8 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 125 | 56 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number SCDMH43402004073

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 91% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 91% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 91% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 81% | 1 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 81% | 1 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 81% | 1 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 92% | 1 |

| | | | |
|---|---|---|---|
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 92% | 1 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 22 | 24 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 9 | 7 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number SCDMR25402540351

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR25502550350

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR25802580302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1 - two-year certification.

Contract Number SCDMR26902690394

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number SCDMR26902690395

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 50% | 0.7 |

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 50% | 0.7 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 0.85 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 0.85 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75% | 0.75 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 75% | 0.75 |

**Contractor Comments:** We have had difficulty filling the OT and PT positions in this program. Most recently, we have been able to contract for these specialized services to meet the full scope of the individuals' needs. Overall, 83% of OT and PT service goals were met. So were 75% of speech and language and 100% of the intensive behavioral support.

## *3176* Family Support

Contract Number SCDMR26902690371

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 0% | 0 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 0% | 0 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 0% | 0.1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 1.1b, 1.2, 1.3 - goal not specified in contract.
1.4a, 1.4b - N/A.

## *3177* Individual Support

Contract Number SCDMR25802580315

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** 1 - As evidenced by a two-year certification.
3 - Occasionally, the ISP identifies supports provided that are beyond control of the agency, i.e. volunteers providing one on one or other support that we can facilitate but cannot provide.

Contract Number SCDMR26902690396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number SCDPH36012005189

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.9 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.9 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.95 |

| | | | |
|---|---|---|---|
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.95 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:**

Contract Number SCDPH36012078005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.9 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.9 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.95 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.95 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.9 |

**Contractor Comments:**

# South Shore Recovery Home, Inc. (237440196)

## 3386 Residential Treatment and Rehabilitation

Contract Number SCDPH23042802046

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 17 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 17 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 17 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 17 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 19 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 19 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 2 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 2 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 53 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 53 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 23 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 23 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 26 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 26 |

**Contractor Comments:**

# South Shore Support Services, Inc. (043271188)

## 3153 Residential Supports

Contract Number 26902690302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.5 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number 10002000SSS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Individuals followed under this contract have not been evaluated through QUEST. We will participate when the request is made.

Contract Number 26902690306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.5 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.5 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Individuals followed under this contract have not yet been evaluated through QUEST. We will participate when request is made.

# South Worcester County Rehabilitation Center, Inc. (042483176)

## 2201a Evaluation

Contract Number 20072004220

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 10 | 6 |
| 2.1 | Number of people served measured by unduplicated count | 10 | 6 |

**Contractor Comments:**

## 2201b Work Adjustment Training

Contract Number 20072004220

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 8 | 3 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 10 | 3 |
| 2.1 | Number of individuals served measured by unduplicated count | 10 | 3 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 7 | 1 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 6 | 1 |

**Contractor Comments:** Referrals were practically non-existant for work adjustment. The thrust for MRC is to place individuals on the job and provide support for them there, as opposed to having them work in sheltered or protected sites and then move to a competitive site.

## 2201c Skills Training

Contract Number 20072004220

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 0 | 0 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 0 | 0 |
| 2.1 | Total number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 0 | 0 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:** This was not a component of the contract where services were provided or contracted for. There were no performance objectives formulated for this program code and no referrals were made to the program for this purpose.

## *2201d* Job Support Services

Contract Number 20072004220

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 8 | 12 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 100 | 100 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 10 | 26 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 70 | 42 |

**Contractor Comments:**

## 2205 Employment Services

Contract Number 20072031074

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100 | 100 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100 | 100 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100 | 100 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 17 | 63 |
| 2.1 | Number of individuals served (unduplicated count) | 19 | 19 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 50 | 50 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 5 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100 | 100 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100 | 100 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100 | 100 |
| 4.4 | Number of individuals that are referred out for placement services | 3 | 1 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number 22102210313

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22102210325

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 22202220316

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 222402240383

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 22102210355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 22102210356

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 22202220377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

Contract Number 22202220378

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 94 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 94 | 100 |

**Contractor Comments:**

# SOUTHEASTERN MASSACHUSETTS SER-JOBS FOR PROGRESS, INC. (

## 2833a Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508529YP012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 64 | 64 |
| 2.1 | Enrollments | 89 | 91 |

**Contractor Comments:**

Contract Number 508529YP035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 32 | 32 |
| 2.1 | Enrollments | 45 | 45 |

**Contractor Comments:**

## 2834 Supported Work

Contract Number 408522SUP02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of FY 02 Worksite Placements | 101 | 101 |
| 1.1 | Number of FY 02 Worksite Placements | 101 | 101 |
| 1.2 | Number of FY 02 Job Placements | 86 | 78 |
| 1.2 | Number of FY 02 Job Placements | 86 | 78 |
| 2.1 | FY 02 Enrollments | 141 | 141 |
| 2.1 | FY 02 Enrollments | 141 | 141 |

**Contractor Comments:**

# *Southwest Boston Senior Services, Inc. dba ETHOS (237304163)*

## *8006* Home Care Purchase-of-Service

Contract Number SCELD03642206003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.964 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.96 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 39 | 39 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 959 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.83 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 10 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 73 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.92 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.88 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number SCELD03642233228

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 93 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 98 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 82 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 39 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 39 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number SCELD03642206003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.965 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.96 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 39 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 959 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.83 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1029 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 10 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 90 | 73 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.92 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.92 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number SCELD03642517042

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.8 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 8 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.6 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number SCELD03642206003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 80 |

| | | | |
|---|---|---|---|
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 97 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 97 |
| 2.2 | | Actual | 90 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 68 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 39 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number SCELD03642206003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.95 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 0.75 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 15.8 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.83 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03642ECO003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.93 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 2.5 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 38.25 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.83 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 1 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# SPAN, Inc. (042594873)

## 3392 Supportive Housing

Contract Number 23111ES2058-01E

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.8273 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0.826 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 1 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0.209 |

**Contractor Comments:**

## 3430a HIV/AIDS Client Services

Contract Number 49251802012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 689 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 139 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | $1093.69 | 949.81 |

**Contractor Comments:** We were compelled to reduce staffing due to a budget cut of $20,000.

## *Spanish American Center, Inc. (042761759)*

### *3343* HIV/AIDS Prevention & Education

Contract Number 49352802032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 376 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 123 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 2818 |

**Contractor Comments:**

### *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143087

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0.5 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 3543 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 50 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 534 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:**

Contract Number 00020119244

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 2.91 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 291 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 0 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 14 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 14 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 291 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 2.91 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 291 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 2.91 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 291 |

**Contractor Comments:**

## *Spanish American Union, Inc. (042489026)*

### *3343* HIV/AIDS Prevention & Education

Contract Number 49352802015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 315 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 15 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 1500 |

**Contractor Comments:**

### *3428* HIV/AIDS Multi-Services in CHC

Contract Number 49332802020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 770 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 18 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 0 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 0 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 35 |

**Contractor Comments:**

### *3447* Tobacco Control: Comm. Mobilization Networks

Contract Number 29022079032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Change in community attitudes toward tobacco use measured by the number of studies of community attitudes | Actual | 1 |
| 1.2 | Change in community attitudes toward tobacco use measured by the number of regulations passed in member communities | Actual | 1 |
| 2.1 | Development and implementation of a community action plan based on best practices measured by submission of a quality annual Community Action Plan | Yes | 1 |
| 2.2 | Development and implementation of a community action plan based on best practices measured by documented participation of MTCP funded programs in the development and implementation of the Community Action Plan | Yes | 1 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143081

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 7 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 462 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 0 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** The primary focus of this Tobacco-Control youth group, during fiscal year 2002, was advocacy. Our activities revolved around letter writing, surveys, and compliance checks in Hampden County.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29022079032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** In conversation with David Gallagher(DPH)& Suzzanne Pierre(OSD)a number of Tobacco Control Programs were shown in MMARS with the wrong program codes and program texts. Corrections were made 7/1/02. Please see MMARS code 3447 for the filing of the Tobacco Control Community Mobilization Network D-1 filing. Any questions, please contact Suzzanne Pierre and or Ellen Bickelman.

Note: All above information was filled in to allow for this schedule to be filed with OSD.

Contract Number 29252087002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 500 | 125 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 200 | 55 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 100 | 15 |

| | | | |
|---|---|---|---|
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 2 |

**Contractor Comments:** we were not a tobacco treatment program. innovative outreach was our focus.

## *3463* Men's Health Partnership

Contract Number 41142123034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 209 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 0 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 0 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number 03642233230

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 1 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 1 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 1 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 1 |

**Contractor Comments:**

# Spectrum Health Systems, Inc. (042478978)

## 2501 Secure Detention

Contract Number DYS94522210406

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Intakes successfully transition to the next placement or court measured by percentage (number of intakes that successfully transition divided by number of intakes) | 100% | 1 |

**Contractor Comments:**

Contract Number DYS94702210406

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Intakes successfully transition to the next placement or court measured by percentage (number of intakes that successfully transition divided by number of intakes) | 100% | 0.997 |

**Contractor Comments:**

## 2503 Group Care

Contract Number DYS92112070198

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.046 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.977 |

**Contractor Comments:**

## 2514 Community Supervision

Contract Number DYS92142050197

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.85 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.85 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.95 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.95 |

**Contractor Comments:**

Contract Number DYS92172063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.96 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.96 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.54 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.54 |

**Contractor Comments:**

Contract Number DYS92402063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.87 |

| | | | |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.87 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.6 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.6 |

**Contractor Comments:**

Contract Number DYS94452063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.92 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.92 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.64 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.64 |

**Contractor Comments:**

Contract Number DYS96002990304

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 1 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.65 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.65 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number DPH23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.986 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.03 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number DPH23012802024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.301 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.704 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.702 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.179 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.481 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.071 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.032 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.224 |

| | | | |
|---|---|---|---|
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.033 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## *3386* Residential Treatment and Rehabilitation

Contract Number DPH23042802015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.254 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.254 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.338 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.338 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.073 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.073 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.085 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.085 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.028 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.028 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.439 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.439 |

**Contractor Comments:**

Contract Number DPH23042802059

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 17.8 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 17.8 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 16.7 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 16.7 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 41.9 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 41.9 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 4.42 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 4.42 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 31.2 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 31.2 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 16.3 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 16.3 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 47 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 47 |

**Contractor Comments:**

## *3395a* Acute Treatment Services (Blanket for Pregnant Women)

Contract Number DPH23032802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who receive prenatal medical care (based on MIS discharge form) | Actual | 0.11 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 48 |

**Contractor Comments:**

## *3395b* Acute Treatment Services

Contract Number DPH23032802100

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.692 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 0.799 |

**Contractor Comments:**

## *3397* Narcotic Treatment Services

Contract Number DPH23182802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Programs submit 100% of all client data of all clients eligible to participate in MTQAS | 100% | 1 |

**Contractor Comments:**

## *3434* Transitional Support Services

Contract Number DPH23482937005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Referred clients complete the program measured by the percentage of clients that complete treatment at discharge according to MIS data | Actual | 0.649 |
| 1.2 | Clients follow their aftercare plan measured by the percentage of clients that follow their aftercare plan | Actual | 0.67 |
| 2.1 | Clients are successfully referred measured by the percentage of clients linked to the next step in their service plan | Actual | 0.897 |
| 2.2 | Clients are appropriate for services measured by the percentage of clients living in shelters, missions or on the streets | Actual | 0.372 |

**Contractor Comments:**

## 3455 Special Residential Services for Women (includes Family Shelters)

Contract Number DPH23352113037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 0.864 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 0.42 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 24 |

**Contractor Comments:**

## 3459 Child Care

Contract Number DPH23362802005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Monthly average number of hours of care provided (annual number of hours of care provided ( twelve) | > 35 | 40 |
| 2.2 | Percentage of referrals to specialized services for children (in the quarterly report) | Actual | 0.2 |

**Contractor Comments:**

## 3461 Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number DPH29022079034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 2000 | 2158 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 2000 | 2158 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 1500 | 1531 |

| | | | |
|---|---|---|---|
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 300 | 319 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 175 | 183 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

Contract Number DPH29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 2 |

**Contractor Comments:** This contract does not provide smoking cessation services. This is a community mobilization contract, and therefore these performance measures do not apply.

## *3486* Batterer Intervention

Contract Number DPH34092025053

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 336 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 1 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 336 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 336 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 18 |

**Contractor Comments:**

## *7405a* Substance Abuse - (Spectrum Health Systems only)

Contract Number DOC10002SPEC01

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Recidivism rate of offenders receiving treatment measured by percentage | Actual | 0 |
| 2.1 | Percentage of compliance with contract specifications including record audit | 90% | 0.995 |
| 2.2 | Percentage of recidivism/needs assessments conducted and risk reduction plans implemented (total number of risk reduction plans established divided by total number of inmates meeting assessment criteria) | 100% | 1 |
| 2.3 | Percentage of aftercare participants tracked (total number of aftercare participants tracked divided by total number of aftercare participants who sign a consent form for tracking) | 100% | 1 |
| 2.4 | Quality of Instruction Inventory is administered to all required staff in accordance with contract specifications (administered a minimum of twice per year on each staff person employed by the contractor for six to eighteen months) measured by percentage | 100% | 1 |
| 2.5 | Percentage of First Step Program Discharge Plans developed (total number of discharge plans developed divided by total number of program participants) | 100% | 1 |
| 3.1 | Percentage of surplus revenue retention as reported in the UFR | Actual | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Quality of Instruction Inventory measured by the aggregate data gathered by contractor regarding the level of competency achieved for all quality of instruction inventory completed | Actual | 0.956 |
| 4.2 | Percentage of improvement measured by the Criminal Sentiment Scale (total number of inmates who positively shift at least one range in two out of the three subscales divided by total number of inmates tested) | 70% | 0.633 |
| 4.3 | Percentage of improvement measured by the Coping Behavior Inventory (total number of inmates whose post test score is at least 10 points lower than their pre test score divided by total number of inmates tested) | 70% | 0.763 |

**Contractor Comments:** 1.1 Plans to integrate DOC data (currently not available) with program data for comparison have not been developed as of yet.

## *7405c* Substance Abuse - (Social Justice for Women only)

Contract Number DOC90032SJW002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Inmates attain drug-free births of all infants measured by percentage (total number of drug free births divided by total number of participants) | Actual | 1 |
| 1.2 | Inmates demonstrate increased parenting skills measured by the average percentage change between pre and post test scores of skill level | actual | 0 |
| 2.1 | Provide individual treatment plans, including discharge/transition plans for all inmates measured by percentage (total number of individual transition plans divided by total number of participants) | 100% | 1 |
| 2.2 | Provide service delivery of all program components as scheduled measured by percentage (total number of scheduled services divided by total number of components delivered) | Actual | 1 |
| 2.3 | Develop relapse prevention skills measured by the average percentage increase between pre-test scores and post-test scores | 95% | 1 |
| 2.4 | Provide resettlement services to program graduates for reintegration with a comprehensive discharge plans measured by percentage (total number of participants receiving discharge plans divided by total number of participants who follow through with plan) | actual | 1 |
| 2.5 | Provide one year of outpatient services for all graduates measured by percentage (total number of graduates provided one year outpatient services divided by total number of graduates) | Actual | 1 |
| 2.6 | Percentage of compliance with contract specifications regarding frequency and content including record audit | Actual | 1 |

| | | | |
|---|---|---|---|
| 3.1 | Maintain maximum program capacity measured by percentage utilization | actual | 1 |

**Contractor Comments:** 1.2 Quantitative measurements for pre and post testing scores have not been identified to adequately present stats through the contract.

## *RESS* Alternative Lockup Program

Contract Number DSS00040219289

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | To eliminate all instances of status offenders being detained in police lockups for any length of time measured by total number of violations (from information generated by police dockets and compiled by the Executive Office of Public Safety) | 0 Violations | 0 |
| 1.2 | To eliminate all instances of alleged non-violent offenders being detained in police lockup for longer than six hours measured by total number of youths detained for more than six hours (from information generated by police dockets and compiled by the ) | 0 Youths | 0 |
| 1.3 | All clients receiving alternative placement services are transported to court for arraignment on the next court day measured by percentage (total number of youths receiving ALP services transported to court the next day divided by total number of youth ) | 100% | 0 |
| 2.1 | Number of referrals to ALP services measured by the total annual number of calls received and reported in the Monthly Service Delivery Report | Actual | 256 |
| 2.2 | Percentage of clients mediated home by ALP measured by the total annual number of "non-placement" services reported in the Monthly Service Delivery report divided by total number of clients receiving ALP services | Actual | 0 |
| 2.3 | Number of clients placed in ALP measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 256 |
| 2.4 | Number of clients transported to court measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 0 |
| 2.5 | Number of trainings offered to both police departments and DSS measured by the total annual number or trainings reported to DSS | Actual | 7 |
| 3.1 | Cost per referral measured by the total actual program budget divided by total number of referrals | Actual | 3209.63 |
| 3.2 | Cost per bed night measured by the total actual program budget divided by total number of bed nights | Actual | 4698.13 |

| | | | |
|---|---|---|---|
| 3.3 | Cost per ALP day measured by the total actual program budget divided by 365 days | Actual | 247.27 |
| 4.1 | Decrease in the overall violations committed by the state and local police measured by the number of violations reported by EOPS report divided by total number of clients served x 100 to obtain a percentage | 0% | 0 |

**Contractor Comments:** 1.1, 1.2, 1.3, & 4.1 - The shelter contract is different than the ALP contracts as the clients are not transported to court by shelter staff (DSS does the transporting directly), the clients ar not detained by the police, nor are they placed due to violations of the law. All clients placed at the shelter are referred through DSS, who also maintains client records.

Contract Number DSS09950218039

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | To eliminate all instances of status offenders being detained in police lockups for any length of time measured by total number of violations (from information generated by police dockets and compiled by the Executive Office of Public Safety) | 0 Violations | 0 |
| 1.2 | To eliminate all instances of alleged non-violent offenders being detained in police lockup for longer than six hours measured by total number of youths detained for more than six hours (from information generated by police dockets and compiled by the ) | 0 Youths | 0 |
| 1.3 | All clients receiving alternative placement services are transported to court for arraignment on the next court day measured by percentage (total number of youths receiving ALP services transported to court the next day divided by total number of youth ) | 100% | 1 |
| 2.1 | Number of referrals to ALP services measured by the total annual number of calls received and reported in the Monthly Service Delivery Report | Actual | 0.95 |
| 2.2 | Percentage of clients mediated home by ALP measured by the total annual number of "non-placement" services reported in the Monthly Service Delivery report divided by total number of clients receiving ALP services | Actual | 0.1 |
| 2.3 | Number of clients placed in ALP measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 1 |
| 2.4 | Number of clients transported to court measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 1 |
| 2.5 | Number of trainings offered to both police departments and DSS measured by the total annual number or trainings reported to DSS | Actual | 0 |
| 3.1 | Cost per referral measured by the total actual program budget divided by total number of referrals | Actual | 104.06 |

| | | | |
|---|---|---|---|
| 3.2 | Cost per bed night measured by the total actual program budget divided by total number of bed nights | Actual | 122.42 |
| 3.3 | Cost per ALP day measured by the total actual program budget divided by 365 days | Actual | 122.42 |
| 4.1 | Decrease in the overall violations committed by the state and local police measured by the number of violations reported by EOPS report divided by total number of clients served x 100 to obtain a percentage | 0% | 0 |

**Contractor Comments:**

Contract Number DSS09950219253

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | To eliminate all instances of status offenders being detained in police lockups for any length of time measured by total number of violations (from information generated by police dockets and compiled by the Executive Office of Public Safety) | 0 Violations | 0 |
| 1.2 | To eliminate all instances of alleged non-violent offenders being detained in police lockup for longer than six hours measured by total number of youths detained for more than six hours (from information generated by police dockets and compiled by the ) | 0 Youths | 0 |
| 1.3 | All clients receiving alternative placement services are transported to court for arraignment on the next court day measured by percentage (total number of youths receiving ALP services transported to court the next day divided by total number of youth ) | 100% | 1 |
| 2.1 | Number of referrals to ALP services measured by the total annual number of calls received and reported in the Monthly Service Delivery Report | Actual | 0.95 |
| 2.2 | Percentage of clients mediated home by ALP measured by the total annual number of "non-placement" services reported in the Monthly Service Delivery report divided by total number of clients receiving ALP services | Actual | 0.1 |
| 2.3 | Number of clients placed in ALP measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 1 |
| 2.4 | Number of clients transported to court measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 1 |
| 2.5 | Number of trainings offered to both police departments and DSS measured by the total annual number or trainings reported to DSS | Actual | 0 |
| 3.1 | Cost per referral measured by the total actual program budget divided by total number of referrals | Actual | 144.19 |

| | | | |
|---|---|---|---|
| 3.2 | Cost per bed night measured by the total actual program budget divided by total number of bed nights | Actual | 169.63 |
| 3.3 | Cost per ALP day measured by the total actual program budget divided by 365 days | Actual | 169.63 |
| 4.1 | Decrease in the overall violations committed by the state and local police measured by the number of violations reported by EOPS report divided by total number of clients served x 100 to obtain a percentage | 0% | 0 |

**Contractor Comments:**

# SPRINGFIELD DAY NURSERY CORPORATION (042103855)

## CHCX — Income Eligible Child Care

Contract Number OFC10001131021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 258 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 258 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 258 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 258 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 258 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 258 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 186 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 186 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 186 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** Retrieval of surveys to FCC parents continues to lower percentage of surveys received

## *CHCY* Supportive Child Care

Contract Number OFC10401041019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 104 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 104 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 104 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 5 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 5 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 5 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.98 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.98 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.98 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:** Of the 104 vacancies reported to DSS, 42% of the referrals received (44) were turned back to the Department. Among the reasons for returning referrals were:

- No response from social worker
- No response from caretaking adult
- No-show for appointments by social worker
- No-show for appointments by caretaking adult
- Inability to access required documentation
- Referral days expired before process was completed
- Failure of social worker to contact/assist client in completing the process
- Case was reassigned or closed
- Out of home placement

Parent surveys were sent out in June, 2002, to 26 parents of children who had been enrolled for 30 days or longer. No surveys were returned to the provider.

Reporting vacancies in a timely fashion does not ensure that referrals will be received within a reasonable length of time. Provider is dependent on the DSS wait list.

Having the flexibility to enroll and bill for the prototype determined by the age of the child referred has made a dramatic improvement in our ability to fill slots and provide the service needed by the families referred.

All three Area Offices of DSS that have slots with this provider were impacted by the layoffs and early retirement program implemented earlier in the year. Open cases were transferred to new units and workers but service providers often were not notified. Cases were closed but we were not notified. Families moved out of the area but we were not informed until we reported excessive absence.

It has become increasingly difficult to get the social worker to attend a pre-enrollment conference, partly because of increased case-load and partly because they don’t see why they should have to. More often, the worker tells the client there is a slot available and that the client needs to make their own arrangements to get the services.

We have never received information from a Family Service Plan for ANY child from ANY social worker. We have been refused based on confidentiality issues and on the fact that the plan did not have any child centered goals.

Parent conferences were held for 60 children from 50 families to discuss issues and concerns as well as placement and progress. This is in addition to conferences held by center-based staff and Family Child Care Providers.

We have volunteered to participate in planning and providing training to DSS social workers regarding child care requirements and expectations. We do not know what plans, if any, are in place for such training.

# *Springfield Home for Friendless Women & Children, Inc. (042105939)*

## *2503* Group Care

Contract Number DYS91252000101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.04 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.92 |

**Contractor Comments:** 1.1 76 residents serviced, 3 escapes

1.2 76 residents serviced, 6 premature discharges

## *2901a* Family Shelters

Contract Number WEL509220048FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 0 | 0 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 5475 | 5067 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 5475 | 5067 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.96 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.96 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:** 2.1 Permanent housing placement services are now being provided by another agency (New England Farm Workers' Council).

## *FOSC* Contracted Foster Care/Family Residence

Contract Number DSS00010200055

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.83 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.79 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.75 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0.86 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0.83 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 0 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0.66 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 0.83 |

| | | | |
|---|---|---|---|
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0.53 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 1 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 0.02 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 0.97 |

**Contractor Comments:**

1.4 Percentage is based upon number of teens
with pre-and post-test assessments. Post-assessments were not available for teens who ran from the program.

2.1 Teens participate in planning meetings near 100%. Teens participating in discharge planning is significantly lower due to teens who run from the program or leave the program abruptly for safety reasons and are unavailable to participate in discharge planning meetings.

# *Springfield Partners for Community Action, Inc. (042374279)*

## *CHCX* Income Eligible Child Care

Contract Number 10001131041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 75 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 75 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 75 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.76 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.76 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.76 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 78 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 78 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 78 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.8 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.8 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.8 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 95 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 95 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 95 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.8 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.8 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.8 |

**Contractor Comments:** Some of the materials available to the parents are not on their native language. We are currently working on the translation of those materials.

# Springfield Southwest Community Health Center,Inc. (042620040)

## 3319 Family Planning Services

Contract Number SCDPH22192802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with a positive chlamydia test who receive treatment for chlamydia infection | actual | 16 |
| 1.2 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with an abnormal pap smear who receive appropriate follow-up treatment or referral for treatment | actual | 18 |
| 1.3 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients at risk of unintended pregnancy who receive either an appropriate and acceptable contraceptive measure or an appointm | actual | 164 |
| 2.1 | Number of family planning visits to each clinic/agency | Actual | 677 |
| 2.2 | Number of new and established family planning clients who receive family planning services (unduplicated count) | Actual | 410 |
| 2.3 | Number of adolescents served (unduplicated count) | Actual | 77 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number 49352802027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 500 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 35 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 1500 |

**Contractor Comments:** Measure 2.1 reflects # of women received ed. sessions through group & individual education.
Measure 2.2 reflects 3 group sessions & skills trainings at jail,bars,agencies.
Measure 3.3 reflects literature,brochures,condoms, bleach kits distributed.

Contract Number SCDPH49352004134

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 140 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 2015 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 4043 |

**Contractor Comments:**

## *3375* WIC Nutrition

Contract Number scdph35022802023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9665 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.9665 |

**Contractor Comments:** Continued collaboration & excellent customer service enabled the program reaching 96.65 despite numerous communication interuptions.

## *3422b* School Based Health Centers (Elementary Schools)

Contract Number scdph32102088068

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | All students in the school building have access to on-site comprehensive primary care measured by the number of students on the school campus who have at least one encounter with SBHC annually | Actual | 142 |
| 2.1 | Enrolled students are assessed for physical, emotional and social well-being and anticipatory guidance provided measured by the number of registered users who are assessed annually for nutrition risk factors | Actual | 65 |
| 2.2 | Enrolled students are assessed for physical, emotional and social well-being and anticipatory guidance provided measured by the number of registered users who are assessed annually for safety risk factors | Actual | 6 |

**Contractor Comments:**

## *3463* Men's Health Partnership

Contract Number scdph4114053999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 1780 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 236 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 172 |

**Contractor Comments:**

Contract Number scdph41142123033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 1780 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 236 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 172 |

**Contractor Comments:**

## *3467* Refgee Health

Contract Number scdph51892083999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Services are provided according to DPH protocol measured by the percentage of clients served according to protocol | 95% | 0.98 |
| 2.1 | Refugee Health services are appropriately billed soley to DPH | 100% | 1 |
| 2.2 | Services are language and culture appropriate and responsive measured by the percentage of cases where documentation of a medical interpreter or bilingual staff are available | 100% | 1 |
| 3.1 | Percentage of cases where services are provided within 60 days of refugee entry into the United State | 90% | 0.98 |

**Contractor Comments:**

# Stanley Street Treatment and Resources, Inc. (042604426)

## 3315 1st Offender Driver Alcohol Education

Contract Number 23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 91 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 25 |

**Contractor Comments:** 1.1 Of the 9% who did not complete, 5 moved, 2 were incarcerated, 4 did not show for group, one attended under the influence, one had a second offense, and six completed most but not all of their requirements.
2.1 An additional 30% were recommended to attend self help meetings.

## 3322a Act Now HIV Early Intervention

Contract Number 42999802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Improved access to comprehensive primary health care for eligible uninsured and underinsured individuals in the region particularly from target population groups measured by number of people with HIV receiving comprehensive HIV primary care at the center | 207 | 207 |
| 1.2 | Regional clinical providers from settings OUTSIDE the center have access to current HIV clinical information measured by number of annual clinical education and training sessions with clinical providers outside the center | 12 | 12 |

**Contractor Comments:**

## 3322b ACT Now MSA

Contract Number 49222802051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Improved access to appropriate comprehensive HIV primary care for eligible uninsured and underinsured individuals measured by the number of individuals enrolled in ACT Now site | 28 | 8 |

**Contractor Comments:** Our goal is 24.

Due to expansion of MA Helath Program and relocation, 16 clients no longer needed ACT NOW coverage resulting in a decrease to 8 clients requiring health coverage under this program.

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.59 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.74 |

**Contractor Comments:** 1.2 the return rate has been problemmatic accross the state. We test a large number of tranisent IDU. We have immproved the return rate and continue to develop tools to help in this goal.

## *3340* Combined Primary Care

Contract Number 33102802021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | 0 |
| 1.1 | PERINATAL: Women receive adequate (defined as meeting Kessner Index standards) prenatal care measured by percentage (number of women with single live births receiving adequate prenatal care divided by the total number of women with single live births re | 85% | 0 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.9 |
| 1.2 | PEDIATRIC: Registered pediatric patients receive screening, diagnosis and treatment services in accordance with AAP or EPSDT periodicity schedules measured by percentage (number of registered pediatric patients (ages 0-18 who receive well chi | 85% | 0.9 |

| | | | |
|---|---|---|---|
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 95 |
| 1.3 | Children (if pediatric care is provided through the contract) are appropriately immunized by age two measured by percentage (unduplicated # of children appropriately immunized by age 2 ( unduplicated # of 2 year olds in primary care) | actual | 95 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | 0.85 |
| 1.4 | ADOLESCENT: Registered adolescent patients (ages 11-18) receive screening, diagnosis and treatment services in accordance with GAPS or EPSDT periodicity schedules measured by percentage (registered adolescent patients, ages 11-18, who receive well child | 70% | 0.85 |
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual | 0 |
| 1.5 | Eligible pregnant women are enrolled in WIC (if prenatal care is provided through the contract) measured by percentage (unduplicated # of pregnant women enrolled in WIC within 30 days of entry into prenatal care ( unduplicated # of women who enter prenat | actual | 0 |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% | 0 |
| 2.1 | Eligible pregnant women are enrolled in WIC measured by percentage (number of eligible pregnant women enrolled in WIC within 30 days of entry into prenatal care divided by total number of WIC eligible women who enter prenatal care at the site) | 90% | 0 |

**Contractor Comments:** 1.1 not applicable to contract

1.5 not applicable to contract

2.1 not applicable to contract

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352802024

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 511 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 119 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 60182 |

**Contractor Comments:**

## *3361* Sexual Assault Prevention and Survivor Services

Contract Number 34012260026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802037

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 37.8 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 41.56 |

| | | | |
|---|---|---|---|
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 43.11 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 28.6 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 14.6 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 3.41 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 1.8 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 55 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 25.2 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0.3 |

**Contractor Comments:**

## *3395a* Acute Treatment Services (Blanket for Pregnant Women)

Contract Number 23032802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who receive prenatal medical care (based on MIS discharge form) | Actual | 100 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 37 |

**Contractor Comments:**

## *3395b* Acute Treatment Services

Contract Number 23032802012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 79 |
| 2.1 | Percentage of referrals to aftercare services (in the quarterly report) | Actual | 46.5 |

**Contractor Comments:**

## *3404* Projects for Health Care Access

Contract Number 22222149049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Implement effective and creative outreach and/or marketing activities measured by the number of outreach and/or marketing activities | 6 | 20 |
| 2.1 | An increase in the number of families/individuals actually spoken to directly about MassHealth and CMSP measured by the number | 500 | 548 |

**Contractor Comments:** the staff outreached to over 2880 individuals in the last fiscal year.

548 individuals were FY02 were screened for either MH or CMSP, approval was 413

Health care access program has noted the affect of not having a MH Rep visit their site on a regular basis, although they have worked through the changes. It has made it very difficult for tracking and follow up care.

## *3410* STD Prevention Clinical Services

Contract Number 52772802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of primary and repeat visits (unduplicated count for the fiscal year) | 1000 | 95 |
| 2.2 | % of primary visits that involve a complete STD exam (# of primary visits ( # of syphilis, gc and chlamydia tests performed (unduplicated count) | 100% | 1 |
| 2.3 | # of referrals (unduplicated count for the fiscal year) | 0 | 421 |
| 2.4 | total # of reported monthly outreach contacts to provider/community agencies as indicated on the monthly activity report (unduplicated count for the fiscal year) | 0 | 122 |

**Contractor Comments:** Goal number not applicable to this contract. Listed as 0 as directed above

Contract Number 52772802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of primary and repeat visits (unduplicated count for the fiscal year) | 0 | 0 |
| 2.2 | % of primary visits that involve a complete STD exam (# of primary visits ( # of syphilis, gc and chlamydia tests performed (unduplicated count) | 100% | 0 |
| 2.3 | # of referrals (unduplicated count for the fiscal year) | 0 | 0 |

| | | | |
|---|---|---|---|
| 2.4 | total # of reported monthly outreach contacts to provider/community agencies as indicated on the monthly activity report (unduplicated count for the fiscal year) | 0 | 0 |

**Contractor Comments:** None of this report is applicable as we no longer have this cost reimbursement contract.

## *3414* Youth Programs

Contract Number 23212802020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 100 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 100 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 3954 |

**Contractor Comments:**

## *3428* HIV/AIDS Multi-Services in CHC

Contract Number 49322802027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority populations who are provided with high risk reduction information from outreach workers or other health educators | actual | 1023 |
| 2.2 | # of skills training or other educational sessions provided to clients belonging to the priority populations | actual | 103 |
| 2.3 | # of counseling and testing sessions for clients with significant risk behaviors | actual | 23 |
| 2.4 | # of short-term psycho-social support sessions (extended post-test counseling to individuals and groups) | actual | 23 |
| 2.5 | # of referrals of clients to primary care and related health and social services | actual | 199 |

**Contractor Comments:**

## *3430a* HIV/AIDS Client Services

Contract Number 49252802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 12613 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 135 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 1241.37 | 1241.37 |

**Contractor Comments:** 1.1 Allowing for a n addtion error in the software, this represents almost riple the units delivered last year. This is due in part to our increased efforts to capture all service delivery units.

3.1 $20,000 of the contract underwrites the CAB and Consortium. IF this is subtracted the actual per client per year cost is $1095.22

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 290521E7114

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 900 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 80 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 130 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 90 |

**Contractor Comments:** 1.1 not applicable to this contract.

## *3455* Special Residential Services for Women (includes Family Shelters)

Contract Number 23352029032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 96 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 25 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 118 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29022079045

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 2376 | 2376 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 475 | 475 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 206 | 206 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 223 | 223 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 344 | 344 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 2376 | 2376 |

| | | | |
|---|---|---|---|
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 475 | 475 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 206 | 206 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 223 | 223 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 344 | 344 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** Tobacco specialist resigned due to budget cuts 8/02. Stats were obtained from files and previous reports.

## *3486* Batterer Intervention

Contract Number 34092025046

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 90 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.75 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 95 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 26 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 1 |

**Contractor Comments:**

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 51900119241

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 0 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 0 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 60 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 0 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 887 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0 |

| | | | |
|---|---|---|---|
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 27 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 4 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 50 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 887 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 532 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 0 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 887 |

**Contractor Comments:** Measures marked as "0" are not applicable to this contract.

# *Stavros Center for Independent Living (510172014)*

## *2215b* Independent Living Centers: Peer Counseling/Skills Training

Contract Number scmrc20072006108

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Advocacy Services: Percentage of individuals who chose and meet the goal of attaining increased skills in self advocacy/empowerment | 30% | 0.3 |
| 2.1 | Information & Referral : Number of units (hours) of I&R calls | Negotiated | 1896 |
| 2.10 | Advocacy Services: Number of units of individual advocacy services provided | Negotiated | 467 |
| 2.11 | Advocacy Services: Number of units (hours) of community and systems advocacy | Negiotiated | 1053 |
| 2.2 | Information & Referral : Number of calls received from PWD's | Actual | 1020 |
| 2.3 | Information & Referral : Number of calls received from community members | actual | 741 |
| 2.4 | Skills Training : Number of units (hours) of skills training | Negotiated | 808 |
| 2.5 | Skills Training: Number of individuals receiving skills training services | actual | 298 |
| 2.6 | Peer Counseling : Number of units (hours) of peer counseling | Negotiated | 459 |
| 2.7 | Peer Counseling: Number of individuals receiving peer counseling | Actual | 220 |
| 2.8 | Advocacy Services: Number of advocacy skills groups | Negotiated | 0 |
| 2.9 | Advocacy Services: Number of individuals served through individual advocacy services | actual | 229 |
| 4.1 | Information & Referral: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 5 (information to live more independently?) | 50% | 0.69 |
| 4.2 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #7 (how well did ILC….peer counseling) | 25% | 0.47 |

| | | | |
|---|---|---|---|
| 4.3 | Peer Counseling: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #6 (staff support you….own decisions?) | 50% | 0.73 |
| 4.4 | Skills Training: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #8 (provide….increased ability to live independently?) | 25% | 0.57 |
| 4.5 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question # 9b (increase ability to represent self) | 35% | 0.55 |
| 4.6 | Advocacy Services: From the consumer satisfaction survey, the percentage of respondents who answer “very good” or “good” to question #10a (center represents your interests) | 45% | 0.54 |

**Contractor Comments:** Question 2.8 (number of advocacy skills groups)is not applicable.

## *2451* Independent Living (DHILS)

Contract Number SCMCD00011000060

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of DHILS consumers on the DHILS roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 140 | 144 |
| 2.2 | # of active consumers defined as those who have completed an intake and received at least 4 hours of services between July 1, 1997 and June 30, 1998 measured by unduplicated count | 80 | 65 |
| 2.3 | # of new consumers defined as those new to the DHILS services active roster between July 1, 1997 and June 30, 1998 measured by unduplicated count | 40 | 58 |
| 2.4 | # of units (hours) of direct service delivered measured by total annual count | 2850 | 2073 |
| 2.5 | # of consumer and/or agency trainings conducted between July 1, 1997 and June 30, 1998 | 70 | 149 |
| 2.6 | Total number of persons in the audiences for consumer and/or agency trainings, workshops and/or educational presentations conducted in the fiscal year being reported | 1030 | 6161 |

**Contractor Comments:**

## *Steppingstone, Inc. (042505146)*

### *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23010802028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 38.5 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 72.9 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 72.9 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 60.4 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 6.6 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 1.21 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 1.8 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 54.6 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 52.1 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

### *3386* Residential Treatment and Rehabilitation

Contract Number 23040802021

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 32.4 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 32.4 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 33.1 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 33.1 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 16.4 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 16.4 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 3.34 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 3.34 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 40.6 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 40.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 73.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 73.6 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 36.4 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 36.4 |

**Contractor Comments:**

Contract Number 23040802047

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 37.8 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 37.8 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 43.3 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 43.3 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 21.1 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 21.1 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.5 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 1.5 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 65.6 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 65.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 76.7 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 76.7 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 41.1 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 41.1 |

**Contractor Comments:**

Contract Number 23040802048

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 37.4 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 37.4 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 44.3 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 44.3 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 20.9 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 20.9 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 3.3 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 3.3 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 28.7 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 28.7 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 32.2 |

| | | | |
|---|---|---|---|
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 32.2 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 50.4 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 50.4 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 23110802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 0.83 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 0.46 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 100 |

**Contractor Comments:**

# Stevens Children's Home, Inc. (042105950)

## 3079 Child/Adolescent Residential Services

Contract Number SCDMH2101005105

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 2 | 1 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 2 | 1 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 2 | 1 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 2 | 1 |

**Contractor Comments:**

## *Sullivan & Associates, Inc. (042790495)*

### *2143* Residential/Day (3 providers only)

Contract Number 41002177189

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:** One person program

Contract Number 41002410053

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:** One person program

### *3049* Adult Residential Services

Contract Number 1310100113501

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 100 | 100 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 2.4 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100 | 100 |

**Contractor Comments:** one individual hospitalized for 12 days

## *3153* Residential Supports

Contract Number 21102110335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21402140306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21502150335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21602160337

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 21502150370

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:** Program offers retirement day services.

# *Survival Centers, Inc. (042698462)*

## *3053* Social Club

Contract Number 13202001112

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | N/A | |
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | N/A | |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | N/A | |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | N/A | |
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | N/A | |

**Contractor Comments:**

# *Tapestry Health Systems (237303142)*

## *2833a* Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number SCWEL508529YP034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 38 | 41 |
| 2.1 | Enrollments | 46 | 46 |

**Contractor Comments:**

1. Budget cuts
2. Unavailable GED tests for students
3. Increased numbers of students with learning disabilities

## *3319* Family Planning Services

Contract Number SCDPH22192802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with a positive chlamydia test who receive treatment for chlamydia infection | actual | 216 |
| 1.2 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients with an abnormal pap smear who receive appropriate follow-up treatment or referral for treatment | actual | 676 |
| 1.3 | Provide comprehensive family planning services in accordance with established standards as measured by number of family planning clients at risk of unintended pregnancy who receive either an appropriate and acceptable contraceptive measure or an appointm | actual | 7545 |
| 2.1 | Number of family planning visits to each clinic/agency | Actual | 22142 |
| 2.2 | Number of new and established family planning clients who receive family planning services (unduplicated count) | Actual | 10283 |
| 2.3 | Number of adolescents served (unduplicated count) | Actual | 3862 |

**Contractor Comments:**

## 3334 HIV Antibody Counseling & Testing Service

Contract Number SCDPH49302802041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.84 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.7327 |

**Contractor Comments:**

## 3343 HIV/AIDS Prevention & Education

Contract Number SCDPH49352802067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 1353 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 62 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 7081 |

**Contractor Comments:**

Contract Number SCDPH49352802068

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 2217 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 295 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 3022 |

**Contractor Comments:**

Contract Number SCDPH49352802069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 1273 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 494 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 6200 |

**Contractor Comments:**

Contract Number SCDPH49352802070

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 130 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 340 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 13870 |

**Contractor Comments:**

## *3375* WIC Nutrition

Contract Number SCDPH35022802033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.99 |

| | | | |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.99 |

**Contractor Comments:** End subcontracting with West Springfield site.
3 simultaneous staff maternity leaves

## *3436* Breast Cancer Initiative

Contract Number SCDPH340721G7218

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 1 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number SCDPH29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 2640 | 2139 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 2640 | 2139 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 380 | 242 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 278 | 174.29 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 17.5 | 16 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 2381 |

**Contractor Comments:** No individual or group counseling provider between July 2001 to October 2001 due to no Tobacco Treatment Counselor in position.

## *Team Coordinating Agency, Inc. (042474141)*

### *3315* 1st Offender Driver Alcohol Education

Contract Number 23242002999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 1 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 1 |

**Contractor Comments:**

# The Arc of Greater Fall River, Inc. (042316742)

## 3163 Community Based Day Supports

Contract Number 2560560372

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 75% | 0.75 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 75% | 0.75 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 81% | 0.81 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 81% | 0.81 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 0.5 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 0.5 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 25502550320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 31% | 0.2 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 69% | 0.68 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 11% | 0.12 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:** Much of the program was in transition in FY 2002. It was determined that 20 of 29 individuals would be better served by a Community Based Day Supports model and the year was spent in transitioning these individuals into that model. This was sucessfully accomplished and the contract was seperated into two contracts for 2003, a day supports and employment support contract.

# The ARC of Greater Plymouth (237399545)

## 3153 Residential Supports

Contract Number 25802580367

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number 25802580314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 38% | 0.35 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 62% | 0.65 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 25802580310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 0.56 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 0.08 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.5 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 50% | 0.18 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0.01 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 0.28 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 25802580307

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 0 |

**Contractor Comments:** The arc of Greater Plymouth's Individual Support Program has not participated in an evaluation from the Office of Quality Management.

# The Arc of Northern Bristol County, Inc. (042281165)

## 3153 Residential Supports

Contract Number 25402540320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.1-The ARC of Northern Bristol County, Inc. received a twoyear certification with Distinction!!!!!

## 3176 Family Support

Contract Number 25002500310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.92 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 0 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 25402540324

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.92 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 25802580343

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.92 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

Contract Number 26902690344

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 1 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 0.92 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 0 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 25402540371

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# The Bridge of Central Massachusetts, Inc. (042701581)

## 3049 Adult Residential Services

Contract Number dmh23202002032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 44 | 33 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 95 | 84 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 97 | 18 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 97 |

**Contractor Comments:**

Contract Number dmh23302002048

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 50 | 39 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 90 | 78 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 90 | 100 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 82 |

**Contractor Comments:**

Contract Number DMH4320-1004-08

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80 | 64 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 11 | 14 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 26 | 100 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 90 | 100 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number dmh22602002003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 85 | 68 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 85 | 86 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 85 | 83 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 85 | 75 |

**Contractor Comments:**

Contract Number dmh42101004105

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 92 | 40 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 75 | 42 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 80 | 75 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 76 | 100 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number dmr22101210330

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number dmr22202220315

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number dmr26602660305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.9 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number dmr26602660305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# The Carroll Center for the Blind, Inc. (042106173)

## 2102/2103 Diagnostic & Evaluation

Contract Number 40002435546

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Training needs of consumers and recommendations are provided in a timely manner measured by the percentage of written reports received within 30 days after the conclusion of the program | 100% | 0.76 |

**Contractor Comments:** 1.1 Because of teaching needs, the Admin. Assistant responbsible for compiling and sending reports was transferred to full time teaching duties and could not be replaced for five months.

## 2109/2110 Personal and Vocational Adjustment Training

Contract Number 40002435546

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 0.85 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 0.85 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0.9 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 6 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 0.98 |
| 2.2 | Number of MCB consumers served annually | >900 | 784 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 1158 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 0.9 |

**Contractor Comments:** 2.2 Number of MCB clients referred is entirely under the control of MCB.

## *2121/2122* Orientation & Mobility

Contract Number 40002435546

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | At the conclusion of O&M, blind consumers are able to move safely and confidently in and around their rooms, homes, apartments, neighborhoods and community measured by the % of consumers reporting increased O&M skills on satisfaction survey | 80% | 0.85 |
| 1.2 | At the conclusion of O&M, blind consumers demonstrate safe and independent travel to and from and around their worksites measured by the % reporting this ability on satisfaction survey | 75% | 0.95 |
| 2.1 | Number of MCB consumers receiving O&M instruction annually | >600 | 599 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | $302 | 338 |
| 4.1 | MCB consumers are satisfied with the O&M services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 0.98 |

**Contractor Comments:** 3.1 Our caseload includes several dozen special clients who are profoundly retarded in addition to being blind. Re-evaluation of their status after many years of inactivity requires an unusually high time commitment which shows up as a higher-than-expected unit cost.

# The Center for Mental Health & Retardation Services, Inc. & Affiliate (042611

## 3034 Community Support Clubhouse

Contract Number 431020040026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 20 | 45 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 25 | 35 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 26 | 25 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 25 | 27 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 11 | 15 |

**Contractor Comments:**

## 3048 Respite Care Services

Contract Number 43102004024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 36% | 0.93 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 24% | 0.85 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 43102004084

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 50% | 0.8 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 10 | 8.7 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 2.5 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80% | 0.91 |

**Contractor Comments:**

## *3050* Outpatient

Contract Number 43102004027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 92% | 0.97 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 81% | 0.73 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 87% | 0.97 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 100 | 148 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 100 | 122 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 1420 | 2225 |

| | | | |
|---|---|---|---|
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 340 | 514 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 43102004027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 92% | 0.86 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 81% | 0.75 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 87% | 0.93 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 400 | 469 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 4067 | 4067 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 14815 | 14815 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 4232 | 4232 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 4309 | 4309 |

**Contractor Comments:** Measures should be (& data reported is):
2.2a # Direct Rehab Units
2.2b # Indirect Rehab Units
2.2c # Direct Medication Units
2.2d # Indirect Medication units

## *3153* Residential Supports

Contract Number 26802680386

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.35 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26802680387

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.9 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.9 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.9 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 0.9 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** 1. N/A - program began operations in December 2001 - no evaluations scheduled.

## *The Devereux Foundation (231390618)*

### *2504* Foster Care

Contract Number 92991MSAM03

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Long term youth either attend school or maintain employment measured by percentage (number of youths attending school or working divided by the number of youth served in the program) | 100% | 0.9 |
| 1.2 | Youth successfully complete stay measured by percentage (number of youths completing stay divided by the number of youths served in the program) | 50% | 0.75 |

**Contractor Comments:**

# The Guidance Center, Inc. (042199861)

## 3064 Outpatient Services (ch)

Contract Number 62101006020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 91% | 0.93 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 94% | 0.98 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 99 | 137 |

**Contractor Comments:**

## 3065 Community and School Support

Contract Number 62101006020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 85 | 90 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 85 | 90 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 85 | 90 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |

| | | | |
|---|---|---|---|
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 200 | 247 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 35 | 35 |

**Contractor Comments:**

## *3066* Individual & Family Flexible Support Srvs

Contract Number 62101006020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 91% | 0.64 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 94% | 0.97 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 99 | 137 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 62102006008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85 | 90 |

| | | | |
|---|---|---|---|
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 85 | 90 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 85 | 90 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 80 | 82 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 80 | 82 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 80 | 85 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 80 | 82 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 80 | 85 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 9 | 11 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 6 | 6 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number 62102006122

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 95% | 0.95 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 100% | 1 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 91% | 0.93 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 26100610391

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 20% | 0.25 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 85% | 0.93 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 60% | 0.8 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0 | 2 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** I.4b - Our goal is always to have 0 out of home placements. Previous year (6/30/01) we had one resiential placement.

## *3317* Early Intervention

Contract Number 36012005190

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.75 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.85 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.85 |

**Contractor Comments:**

## *3454* FIRST Steps

Contract Number 85032807008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 86 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 86 |
| 1.1 | Enrolled infants/children are appropriately immunized measured by the number of enrolled infants and children with complete immunizations at 2 years of age (unduplicated count) | Actual | 86 |

| | | | |
|---|---|---|---|
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 1.2 | Child abuse and neglect of enrolled infants/children are reduced measured by the number of supported allegations of child abuse and neglect. | Actual | 2 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 49 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 49 |
| 2.1 | Number of infants/children screened for developmental delay at specified screening times (unduplicated count) | Actual | 49 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.76 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.76 |
| 2.2 | Percentage of FIRSTSteps guidelines met in Year 2 | 75% | 0.76 |

**Contractor Comments:**

## *BWCPc* Battered Women and Children Services: Clinical Services

Contract Number 09950118913

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of intakes performed measured by actual number of intakes performed | Actual | 43 |
| 1.2 | Number of referrals received from DSS measured by actual number of referrals received from DSS | Actual | 17 |
| 1.3 | Percentage of referrals from DSS measured by number of referrals from DSS divided by total number of referrals | Actual | 0.25 |
| 1.4 | Number of cases slef-referred measured by actual number of cases self-referred | Actual | 4 |
| 1.5 | Percentage of cases self-referred measured by the number of self-referrals divided by total number of referrals | Actual | 0.1 |

| | | | |
|---|---|---|---|
| 1.6 | Number of referrals received from domestic violence agencies measured by actual number of referrals received from domestic violence agencies | Actual | 16 |
| 1.7 | Percentage of referrals from domestic violence agencies measured by number of referrals from domestic violence agencies divided by total number of referrals | Actual | 0.37 |
| 1.8 | Number of referrals from other sources measured by actual number of referrals from other sources | Actual | 12 |
| 1.9 | Percentage of referrals from other sources measured by number of non DSS, self-referred or domestic violence agency referrals divided by total number of referrals | Actual | 0.27 |
| 2.1 | Number of children not accepted into program for safety reasons measured by actual number of children not accepted into the program for safety reasons | Actual | 0 |
| 2.2 | Percentage of children not accepted into program for safety reasons measured by number of children not accepted for safety reasons divided by total number of children not accepted into program | Actual | 0 |
| 2.3 | Number of children who received on-going services from the program measured by actual number of children who received on-going services from the program | Actual | 124 |
| 2.4 | Number of adults who received advocacy services from the program measured by actual number of adults who received advocacy sevices from the program | Actual | 6 |
| 2.5 | Number of adults referred out for mental health services measured by actual number of adults referred out for mental health services | Actual | 19 |
| 2.6 | Number of adults who received on-going services from the program measured by actual number of adults who received on-going services from the program | Actual | 24 |
| 3.1 | Number of non-English speaking families served measured by actual number of non-English speaking families served | Actual | 0.58 |
| 3.2 | Percentage of non-English speaking families served measured by actual number of non-English speaking families served divided by total number of families served | Actual | 0.2 |
| 3.3 | Number of English-speaking families of diverse ethnic backgrounds served measured by actual number of English-speaking families of diverse ethnic backgrounds served | Actual | 22 |
| 3.4 | Percentage of English-speaking families of diverse ethnic backgrounds served measured by actual numbr of English-speaking families of diverse ethnic backgrounds served divided by total number of families served | Actual | 0.51 |
| 4.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 1 |

| | | | |
|---|---|---|---|
| 4.2 | Percentage of staff who speak multiple languages measured by actual number of staff who speak multiple languages divided by total number of staff | Actual | 0.59 |
| 4.3 | Number of community-based initiatives participated in measured by actual number of community-based initiatives participated in | Actual | 10 |

**Contractor Comments:** To ensure cultural competence, we subcontract services to clinicians who speak Spanish, Haitian Creole, Portuguese who bill toward the contract

## *BWCPd* Battered Women and Children: Visitation Services

Contract Number 09950200111

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of referrals received from court personnel measured by actual number of referrals received from court personnel | Actual | 237 |
| 1.2 | Percentage of referrals received from court personnel measured by actual number of referrals received from court personnel divided by total number of referrals to the program | Actual | 95 |
| 1.3 | Number of referrals received from other domestic violence service providers measured by actual number of referrals received from other domestic violence service providers | Actual | 5 |
| 1.4 | Percentage of referrals received from other domestic violence service providers measured by actual number of referrals from domestic violence service providers divided by total number of referrals to the program | Actual | 2 |
| 1.5 | Number of referrals received from DSS measured by actual numbers of referrals received from DSS | Actual | 8 |
| 1.6 | Percentage of referrals received from DSS measured by actual number of referrals from domestic violence service providers divided by the total number of referrals to the program | Actual | 390 |
| 1.7 | Number of referrals received from others measured by actual number of referrals received from others | Actual | 0 |
| 1.8 | Percentage of referrals received from others measured by actual number of referrals received from others divided by the total number of referrals to the program | Actual | 0 |
| 2.1 | Number of safe supervised visits measured by actual number of safe supervised visits | Actual | 417 |
| 2.2 | Number of safe unsupervised visits measured by actual number of safe unsupervised visits | Actual | 0 |
| 2.3 | Percentage of safe unsupervised visits measured by total number of safe unsupervised visits at the program divided by total number of safe supervised visits | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.4 | Number of safe neutral exchanges measured by actual number of safe neutral exchanges | Actual | 61 |
| 3.1 | Number of participants in parenting groups for non-offending parents measured by actual number of participants in parenting groups for non-offending parents | Actual | 2 |
| 3.2 | Percentage of participants in parenting groups for non-offending parents measured by number of non-offending parents in the parenting groups divided by the number of non-offending parents in the program | Actual | 6 |
| 3.3 | Number of participants in parenting groups for offending parents measured by actual number of participants in groups for offending parents | Actual | 4 |
| 3.4 | Percentage of participants in parenting groups for offending parents measurd by actual number of participants in parenting groups for offending parents divided by the number of offending parents in the program | Actual | 13 |
| 4.1 | Number of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior | Actual | 2 |
| 4.2 | Percentage of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior dividedby total number of families in program | Actual | 5 |
| 4.3 | Number of families reveiving case management services measured by actual number of families receiving case management services | Actual | 35 |
| 4.4 | Percentage of families reveiving case management services measured by actual number of families receiving case management services divided by total number of families in program | Actual | 100 |
| 5.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 1 |
| 5.2 | Percentage of staff who speak multiple languages measured by actual number of staff who speak multiple languages divided by total number of staff | Actual | 10 |
| 5.3 | Number of non-English speaking families served measured by actual number of non-English speaking families served. | Actual | 0 |
| 5.4 | Percentage of non-English speaking families served measured by actual number of non-English speaking families served divided by total number of families served | Actual | 0 |
| 5.5 | Number of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services | Actual | 13 |

| | | | |
|---|---|---|---|
| 5.6 | Percentage of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services divided by total number of families served | Actual | 32 |
| 5.7 | Number of community-based initiatives participated in measured by actual number of community-based initiatives participated in | 19 | 19 |

**Contractor Comments:** Funding limitations have impacted our ability to serve more clients and to have bi-lingual staff

## *CHCY* Supportive Child Care

Contract Number 41400044024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 5 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 5 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 5 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 5 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 5 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 5 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 5 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 5 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 5 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 5 |

**Contractor Comments:**

# The Home for Little Wanderers (042104764)

## 3064 Outpatient Services (ch)

Contract Number 62102006017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 95% | 0.98 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 1 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 11 | 16 |

**Contractor Comments:**

## 3065 Community and School Support

Contract Number 62102006017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 85% | 1 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 0 | 0 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 0 | 0 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |

| | | | |
|---|---|---|---|
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 1500 | 2901 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 15 | 15 |

**Contractor Comments:**

## *3066* Individual & Family Flexible Support Srvs

Contract Number 62102006017

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 95% | 0.98 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 1 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 145 | 215 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 62102006007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85% | 0.88 |

| | | | |
|---|---|---|---|
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 0 | 0 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 0 | 0 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 85% | 0.5 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 0 | 0 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 0 | 0 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 60% | 0.79 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 0 | 0 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 24 | 22 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 10 | 8.5 |

**Contractor Comments:** The main factor causing the variance between goals and actual performance is the acuity level of the population being served by the program.

## *3079* Child/Adolescent Residential Services

Contract Number 62102006123

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90% | 0.944 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 80% | 0.792 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 70% | 0.716 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 85% | 0.933 |

**Contractor Comments:**

## *3080* Intensive Residential Treatment Program (ch)

Contract Number 82102008033

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet PSTP goals measured by percentage (number of consumers who meet or exceed fifty percent of PSTP goals during reporting period divided by total number of consumers served | 90% | 0.79 |
| 2.1 | Program measures consumer satisfaction by percentage (number of consumers who report they are satisfied with the program divided by the total number of consumers surveyed | 90% | 0.7 |
| 2.2 | Program measures family/guardian satisfaction measured by percentage (number of family members/guardians who report they are satisfied with the program divided by the total number of family members/guardians surveyed | 95% | 0.76 |

**Contractor Comments:** FY '02 was a year of change for the program. The program director left the aagency, census was increased, and the resident population changed significantly.

## *3081* Clinically Intensive Residential Treatment

Contract Number 82102008026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet PSTP goals measured by percentage (number of consumers who meet or exceed fifty percent of PSTP goals during reporting period divided by total number of consumers served | 85% | 0.55 |
| 2.1 | Program measures consumer satisfaction by percentage (number of consumers who report they are satisfied with the program divided by the total number of consumers surveyed | 85% | 0.74 |

| | | | |
|---|---|---|---|
| 2.2 | Program measures family/guardian satisfaction measured by percentage (number of family members/guardians who report they are satisfied with the program divided by the total number of family members/guardians surveyed | 85% | 1 |

**Contractor Comments:** 1.1 11 out of 20 consumers served met at 50% of treatment goals. In reviewing this data, we have determined that we have not designed objectives at a small enough increment for the residents to be achieving objectives with sufficient frequency. Thus while a resident may be making progress, this progress does not reflect in goal achievement. We will be redesigning our goals and objectives so that residents and their families can experience more success.
2.1 14 out of 19 surveyed were overall satisfied with the program.
2.2 11 out of 11 families who responded to the survey were satisfied with the program.

## *3089* Child/Adolescent Inpatient Services

Contract Number 82102008072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet their treatment plan goals measured by percentage (number of consumers who meet or exceed fifty percent of treatment plan goals during the reporting period divided by the total number of consumers served). | 85% | 0.92 |
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who reported they are satisfied with program divided by the number of consumers who participated in the consumer satisfaction survey). | 90% | 0.76 |
| 2.2 | Program measures family/guardian satisfaction measured by percentage (number of families/guardians who reported they are satisfied with the program divided by the number of families/guardians who participated in the satisfaction survey | 90% | 0.86 |

**Contractor Comments:** Consumer satisfaction is highly variable on a day to day basis, reflecting consumer's ambivalence about treatment. The current measure may not accurately reflect the true "average" satisfaction of the consumers at TAFTP.

Family satisfaction is skewed by low return rates, perhaps reflecting that familys return surveys when very satisfied or very unsatisfied. Future efforts will be made to get a higher return rate of family surveys.

## *3153* Residential Supports

Contract Number 26002600384

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 2 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** Measure 1.1 we have a 2 year license by OCCS, no certification by DMR due to agreement by state agencies to have one licensing review.

## *3176* Family Support

Contract Number 26002600354

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 50% | 0.4 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 80% | 0.9 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 50% | 0.8 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 90% | 0.95 |

| | | | |
|---|---|---|---|
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26202620383

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 0 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:** Measure 1 There were no evaluations conducted by the Office of Quality Management

## *3317* Early Intervention

Contract Number 36012005191

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 1 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.75 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 1 |

**Contractor Comments:**

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352802131

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 910 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 109 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 1211 |

**Contractor Comments:**

## *3438* Teen Challenge Fund

Contract Number 32142202034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | # of grassroots, neighborhood based agencies, clubs and associations involved in the coalition | 0 | 44 |

| | | | |
|---|---|---|---|
| 2.2 | In the comprehensive action plan, % of community education events that address links between alcohol, tobacco, substance, sexual abuse, violence and teen pregnancy | Actual | 5 |
| 2.3 | In the comprehensive action plan , % of community media activities | Actual | 4 |
| 2.4 | In the comprehensive action plan, % of fact sheets distributed regarding teen pregnancy prevention effectiveness | Actual | 215 |
| 2.5 | In the comprehensive action plan, % of programs which have a parent education component involved | Actual | 0.75 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143074

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0.9 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 500 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 50 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 65 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 12 |

**Contractor Comments:** This program was not meant to actually counsel smokers, mainly supply tobacco/health education to the target population of economically disadvantaged Latino and other youth of East Boston. In this realm the program achieved its goal. Also, the program's main goal was changed from one of purely educational to one of legislative activism. Lastly, the program experienced a change in program coordinator as well as a time without a coordinator. All of these factors contributed to lower numbers than expected.

## *AMSSa* Adoption Management/Product Based Adoption

Contract Number 0990028850

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Case Management: Secure permanent homes for children as defined by the percentage of accepted referrals resulting in permanent adoptions | Actual | 0.8 |
| 1.2 | Single Service Assessment: percentage of child care adoption assessments completed within 55 days | Actual | 0.97 |
| 1.3 | Single Service Foster Family Homestudies: percentage of foster family homestudies completed within 55 days | Actual | 0.98 |
| 1.4 | Single Service Relative Homestudies: percentage of relative homestudies completed within 55 days | Actual | 0.98 |
| 1.5 | Single Service Person/Couple Homestudies: percentage of referred person/couple homestudies completed within 30 days of MAPP (Massachusetts Approach to Partnership in Parenting) session completion | Actual | 0 |
| 2.1 | Number of children accepted for case management | Actual | 1 |
| 2.2 | Average length of time from case acceptance to adoption completion as defined by the number of days | Actual | 878 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 60002136165

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 25 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 25 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 25 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 25 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *FOSC* Contracted Foster Care/Family Residence

Contract Number 09950200089

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth will meet child/family specific Treatment Planning Goals within specified time frames measured by percentage (number of youth who meet child/family specific Treatment Planning Goals divided by the total number of youths in the program | Actual | 0.92 |
| 1.2 | Youth will demonstrate regular school attendance (depending on local district's policy) and progress measured by percentage (number of youth demonstrating regular school attendance and progress divided by total number of youth in the program) | Actual | 0.95 |
| 1.3 | Youth will achieve educational/vocational goals as identified in regular and special education plans measured by percentage (number of youth achieving educational/vocational goals as identified in regular and special education plans divided by total num | Actual | 0.95 |
| 1.4 | Youth will exhibit increased competency in life skills based on independent life skills assessments measured by percentage (number of youth who exhibit increased competency in life skills based on pre-and-post-test of independent living skills divided | Actual | 0.95 |
| 2.1 | Program will conduct a comprehensive assessment of every youth entering the program measured by percentage (number of youth who receive a comprehensive assessment within 30 days of entering the program divided by total number of youth entering the progra | Actual | 1 |

| | | | |
|---|---|---|---|
| 2.10 | Youth are actively involved in his/her own discharge planning measured by percentage (number of youths attending treatment and discharge planning conferences divided by total number of youths discharged from the program | Actual | 0.85 |
| 2.11 | Youth experience a safe living environment measured by the number of DSS supported 51A's against the program | Actual | 1 |
| 2.2 | Program will provide weekly PAYA sessions in each family residence foster home measured by the number of weeks PAYA sessions are conducted in the residence foster home divided by 52 | Actual | 0 |
| 2.3 | Program will provide monthly meetings for foster family for support and training measured by the number of months that meetings are held divided by 12 | Actual | 12 |
| 2.4 | Program will develop treatment plan and assessment for every youth entering the program measured by percentage (number of treatment plans and assessments developed for a youth in the program within 6 weeks divided by the total number of treatment plans | Actual | 1 |
| 2.5 | Program staff will attend DSS Foster Care Reviews measured by percentage (total number of reviews attended by program staff divided by total number of reviews held by DSS for youth in the program) | Actual | 1 |
| 2.6 | Discharge plans are written and a Discharge Planning conference takes place for each youth 3 months prior to the scheduled discharge date measured by percentage (total number of Discharge Plans and conferences conducted within 3 months of scheduled disch | Actual | 0.98 |
| 2.7 | Program ensures third party billing for all eligible clinical services measured by percentage (number of youths receiving clinical services with third party billing completed divided by total number of youths receiving clinical services who are eligible | Actual | 1 |
| 2.8 | Program recruits volunteers to provide support to each foster home measured by number of volunteers recruited | Actual | 4 |
| 2.9 | Program staff and family have regular contact as identified in the treatment plan measured by percentage (number of actual contacts/visits divided by total number of contacts identified in the treatment plan) | Actual | 1 |

**Contractor Comments:**

Measure 1.1 Some of our foster children have acute medical needs and it is foreseeable that they may never meet their specific treatment goals. However, the majority of youths in the therapeutic foster care program are meeting their goals.

Measure 1.2/1.3 Some youth are too young to attend school.

Measure 2.10 Some of our youth are to young (infants & toddlers) to attend discharge-planning meetings. The ones that are of age and have the capacity to understand the treatment meetings do attend, at the percentage of 100.

Measure 2.2 Our Family Residence program provides foster care for children with acute medical needs, from the age of newborn to 6 years old. Our therapeutic foster care program provides weekly PAYA to all of our foster children that are of age 100% of the time.

Measure 2.8 Our program provides 24 hour 7 days a week support to our foster parents. We currently have 4 volunteers and several interns along with social workers and other foster parents that help support each other on an ongoing basis.

## *RESC* Commonworks

Contract Number 09950200025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of youth placed in Commonworks Program who attain a moderate or better rating on overall progress toward treatment plan goals will be maintained at a rating of 70% or better | 70% | 0.71 |
| 1.2 | Percentage of youths served by Commonworks program with family involvement in treatment as measured by the total # of youth for whom there was family involvement divided by the total # of youth for whom family involvement is not clinically contraindicate | 80% | 0.89 |
| 1.3 | Percentage of youths served by Commonworks Program who achieve a moderate or better rating on academic progress on educational goals in treatment plan will be maintained at a rating of 70% or better | 70% | 0.74 |
| 1.4 | Compliance relative to development of quarterly treatment progress reviews for youth within the Commonworks Program will be maintained at a rating of 90% or better as measured by the # of youth for whom treatment progress reviews are completed divided by | 90% | 0.86 |
| 2.1 | Percentage of youth served by the Commonworks Program who experienced an interruption in service due to AWOL will be maintained at a rating of 5% or less as measured by the # of youth experiencing an interruption in service of more than 30 days divided b | 5% | 0 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of youth discharged from Commonworks Program who do not re-enter residential network care will be maintained at a rating of 7% or less as measured by the # of youth discharged in accordance with a treatment planning decision who do not re-ente | 7% | 0.08 |
| 2.3 | Overall average length of stay of youth in Commonworks Program (placement only) will be maintained at 360 Days or less. Note: Lengths of stay are based on duration of time youth are in Commonworks residential care | 360 Days | 404.25 |
| 2.4 | Percentage of moves to less restrictive levels of care for yout served in the Commonworks Program will not be less than 90% as measured by the number of youth moving to less restrivctive levels of care divided by the total number of youth moving to a new | 90% | 0.91 |

**Contractor Comments:** Measure 2.1 was not calculated because of inconsistent SDR2 reporting. Consistency in reporting will be addressed with the adoption of the Commonworks ABSolute reporting system in January 2003.

Measure 2.2 was answered as if the Text Description read: “Percentage of youth discharged from Commonworks Program who re-enter residential network care will be maintained at a rating of 7% or less as measured by the number of youth discharged in accordance with a treatment planning decision who re-enter divided by the total number of youths discharged in accordance with a treatment planning decision. (Does not include youths with an interruption in service of more than 30 days as a result of AWOL.)

## *The Institute of Professional Practice, Inc. (030284103)*

### *2143* Residential/Day (3 providers only)

Contract Number SCMCB41002798123

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number SCMCB41002798124

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

### *3153* Residential Supports

Contract Number SCDMR22002200361

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR22102210300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR26002600326

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number SCDMR22102210362

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number SCDMR22102210321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 6 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 100 | 94 |

**Contractor Comments:** A couple of the individuals were in transition at the end of FY02 and had been actively seeking employment in the community.

# The Judge Rotenberg Educational Center, Inc. (042489805)

## 3049 Adult Residential Services

Contract Number DMH33202003255

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 100% | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100% | 1 |

**Contractor Comments:**

## 3153 Residential Supports

Contract Number DMR25002500906

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR26902690303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

# The KEY Program, Inc (042539878)

## 2503 Group Care

Contract Number 91072068099

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.96 |

**Contractor Comments:**

Contract Number 91082000001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0.02 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.96 |

**Contractor Comments:**

Contract Number 92042057997

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 0.929 |

**Contractor Comments:**

Contract Number 95012046797

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided with a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by total number of youths admitted to the program) | 5% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of youth who complete the program divided by the total number of admissions | 90% | 1 |

**Contractor Comments:**

## *2514* Community Supervision

Contract Number 921820630005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.89 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.89 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.66 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.66 |

**Contractor Comments:**

Contract Number 95202063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.94 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.94 |

| | | | |
|---|---|---|---|
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.96 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.96 |

**Contractor Comments:**

Contract Number 95302063005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.91 |
| 1.1 | Clients in the community are enrolled in school or employed measured by percentage (number of clients in school or work divided by number of clients served) | 80% | 0.91 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.9 |
| 1.2 | Community residents are receiving groups(anger management, skillstreaming, substance abuse), Counseling (family, outreach) or Community Services measured by percentage (number of residents receiving these services divided by number of residents served) | 50% | 0.9 |

**Contractor Comments:**

## *3048* Respite Care Services

Contract Number 13102001046

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 90 | 100 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 90 | 100 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number 13102001156

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90 | 100 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 90 | 100 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 90 | 90 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 90 | 90 |

**Contractor Comments:**

## *RESC* Commonworks

Contract Number 09950218497

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of youth placed in Commonworks Program who attain a moderate or better rating on overall progress toward treatment plan goals will be maintained at a rating of 70% or better | 70% | 0.73 |
| 1.2 | Percentage of youths served by Commonworks program with family involvement in treatment as measured by the total # of youth for whom there was family involvement divided by the total # of youth for whom family involvement is not clinically contraindicate | 80% | 0.9 |
| 1.3 | Percentage of youths served by Commonworks Program who achieve a moderate or better rating on academic progress on educational goals in treatment plan will be maintained at a rating of 70% or better | 70% | 0.8 |
| 1.4 | Compliance relative to development of quarterly treatment progress reviews for youth within the Commonworks Program will be maintained at a rating of 90% or better as measured by the # of youth for whom treatment progress reviews are completed divided by | 90% | 0.99 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of youth served by the Commonworks Program who experienced an interruption in service due to AWOL will be maintained at a rating of 5% or less as measured by the # of youth experiencing an interruption in service of more than 30 days divided b | 5% | 0 |
| 2.2 | Percentage of youth discharged from Commonworks Program who do not re-enter residential network care will be maintained at a rating of 7% or less as measured by the # of youth discharged in accordance with a treatment planning decision who do not re-ente | 7% | 0.06 |
| 2.3 | Overall average length of stay of youth in Commonworks Program (placement only) will be maintained at 360 Days or less. Note: Lengths of stay are based on duration of time youth are in Commonworks residential care | 360 Days | 490 |
| 2.4 | Percentage of moves to less restrictive levels of care for yout served in the Commonworks Program will not be less than 90% as measured by the number of youth moving to less restrivctive levels of care divided by the total number of youth moving to a new | 90% | 0.91 |

**Contractor Comments:**

Measure 2.1 was not calculated because of inconsistent SDR2 reporting. Cinsistency in reporting will be addressed with the adoption of the Commonworks ABSolute reporting system in January 2003.

Measure 2.2 was answered as if the Text Description read "% of youth discharged from CW who re-enter residential network care will be maintained at a rating of 7% or less as measured by the number of yout discharged in accordance with a treatment planning decsion who re-enter divided by the total number of youths discharged in acordance with a treatment planning decision. (Does not include youths with an iterruption in service of more than 30 days as a result of AWOL.)

Contract Number 09950218498

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of youth placed in Commonworks Program who attain a moderate or better rating on overall progress toward treatment plan goals will be maintained at a rating of 70% or better | 70% | 0.81 |
| 1.2 | Percentage of youths served by Commonworks program with family involvement in treatment as measured by the total # of youth for whom there was family involvement divided by the total # of youth for whom family involvement is not clinically contraindicate | 80% | 0.9 |
| 1.3 | Percentage of youths served by Commonworks Program who achieve a moderate or better rating on academic progress on educational goals in treatment plan will be maintained at a rating of 70% or better | 70% | 0.75 |
| 1.4 | Compliance relative to development of quarterly treatment progress reviews for youth within the Commonworks Program will be maintained at a rating of 90% or better as measured by the # of youth for whom treatment progress reviews are completed divided by | 90% | 0.98 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of youth served by the Commonworks Program who experienced an interruption in service due to AWOL will be maintained at a rating of 5% or less as measured by the # of youth experiencing an interruption in service of more than 30 days divided b | 5% | 0 |
| 2.2 | Percentage of youth discharged from Commonworks Program who do not re-enter residential network care will be maintained at a rating of 7% or less as measured by the # of youth discharged in accordance with a treatment planning decision who do not re-ente | 7% | 0.07 |
| 2.3 | Overall average length of stay of youth in Commonworks Program (placement only) will be maintained at 360 Days or less. Note: Lengths of stay are based on duration of time youth are in Commonworks residential care | 360 Days | 385 |
| 2.4 | Percentage of moves to less restrictive levels of care for yout served in the Commonworks Program will not be less than 90% as measured by the number of youth moving to less restrivctive levels of care divided by the total number of youth moving to a new | 90% | 0.91 |

**Contractor Comments:**

Measure 2.1 was not calculated because of inconsistent SDR2 reporting. Cinsistency in reporting will be addressed with the adoption of the Commonworks ABSolute reporting system in January 2003.

Measure 2.2 was answered as if the Text Description read "% of youth discharged from CW who re-enter residential network care will be maintained at a rating of 7% or less as measured by the number of yout discharged in accordance with a treatment planning decsion who re-enter divided by the total number of youths discharged in acordance with a treatment planning decision. (Does not include youths with an iterruption in service of more than 30 days as a result of AWOL.)

# *The Life Experience School, Inc. (042509041)*

## *3168* Employment Services

Contract Number 26702670377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 7 | 1 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 7 | 1 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:** The supported services is voluntary as individuals are presently working to maintain behavioral controls and develop job related skills that will allow for participation in the marketplace. Each individual continues to be part of the Special Peace Corps in the community which is the supported employment program at The Life Experience School.

# The Nemasket Group, Inc. (222563405)

## 2201d — Job Support Services

Contract Number 20072004251

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 7 | 9 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 100% | 1 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 15 | 26 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 7 | 0.95 |

**Contractor Comments:**

1.1 7 individuals voluntarily withdrew from the program.
5 individuals were terminated from the program with consultation from MRC counselors.

4.1 5 individuals were rolled over to FY 03 contract.

## 3153 — Residential Supports

Contract Number 25602560375

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** The Nemasket Group received its third Two Year Certification with Distinction in May, 2002

## *3163* Community Based Day Supports

Contract Number 25602560313

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0% | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0% | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:** 1.2 There is no goal in this area because we are not contracted to provide clinical services.

## *3168* Employment Services

Contract Number 25602560308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 50% | 0.46 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 50% | 0.54 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 25602560376

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 15% | 0.15 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 95% | 0.95 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:** 1.4b There were no children served by our program placed out of home in FY 01 or 02.

# *The Occupational Rehabilitation Group, Inc. (042622021)*

## *2102/2103* Diagnostic & Evaluation

Contract Number SCMCB70002177192

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Training needs of consumers and recommendations are provided in a timely manner measured by the percentage of written reports received within 30 days after the conclusion of the program | 100% | 1 |

**Contractor Comments:**

## *2109/2110* Personal and Vocational Adjustment Training

Contract Number SCMCB2177195

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | PVA blind consumers demonstrate increased skill level in O&M, Personal Management, Communications, Psych-Social Awareness, Vision Utilization, Health Management and Sensory Awareness measured by the % of consumers who report increased skills on satisfact | 80% | 0 |
| 1.2 | PVA/Youth in Transition blind consumers demonstrate increased skill level in ADL, Social Skills, School Adjustment and Pre-Vocational Activities measured by the % of consumers reporting increased skill level on satisfaction survey | 80% | 1 |
| 1.3 | PVA/Computer Skills Training blind consumers demonstrate increased working knowledge of computer hardware, software and blind access devices measured by the % of consumers reporting a working knowledge as a result of attending PVA/Computer Skills Trainin | 80% | 0 |
| 1.4 | Blind Consumers are placed in competitive employment placement for a period of at least 90 days | 5 | 4 |
| 2.1 | Percentage of consumers meeting with MCB counselors and CCB personnel at the conclusion of Work Adjustment Training to discuss results & recommendations | 100% | 1 |
| 2.2 | Number of MCB consumers served annually | >900 | 50 |
| 3.1 | MCB cost per participant measured by total MCB funding ( total # of MCB consumers | <$1180 | 0 |
| 4.1 | MCB consumers are satisfied with the CCB services provided measured by the percentage of consumers reporting that they achieved their goals and are satisfied with the services provided | 80% | 1 |

**Contractor Comments:** The Contractor provides vocational evaluation services that includes career counseling for persons who are visually impaired. Aspects of training and employment are discussed during the counseling sessions. The Work Incentives of the Social Security Administration are delivered to the client.

Items 1.1, 1.3, and 3.1 in the above list are Not Applicable to this work.

# THE PLUS COMPANY , INC (020337153)

## 3153 Residential Supports

Contract Number 23202320355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 23102310328

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0% | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0% | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 66% | 0.66 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 66% | 0.66 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23102310335

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 60% | 0.58 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0.29 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 40% | 0.13 |

**Contractor Comments:** Increase of 3 individuals to contract

Contract Number 23202320369

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 68% | 0.5 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0.28 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 32% | 0.22 |

**Contractor Comments:** Net gain of individual to contract

## *The Professional Center for Handicapped Children, Inc. (042800853)*

### *3317* Early Intervention

Contract Number SCDPH36012005184

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.62 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.62 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.99 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.99 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.75 |

**Contractor Comments:** 2.1 Screening, Evaluation, and IFSP development are typically a 3 visit process with the screening and evaluation occurring within the 45 day time frame. The development and signing of the IFSP happens when the Intake worker and the newly assigned service coordinator can jointly visit the family. Due to work hours of some parents, coordinating staff schedules with parent availability often takes more than 45 days. We have improved our performance over the last year and work toward the 100% goal.

# The Psychological Center, Inc. (237185825)

## 3037 Day Rehabilitation

Contract Number 33202003067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 1760 | 29700 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 0.739 | 0.551 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 0.043 | 0.068 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 0.0430 | 0.068 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 0.0430 | 0.068 |

**Contractor Comments:**

## 3049 Adult Residential Services

Contract Number 33102003178

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 0.75 | 0.55 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 9.8 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 3 |

| | | | |
|---|---|---|---|
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 0.9 | 0.89 |

**Contractor Comments:**

Contract Number 33202003170

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 0.65 | 0.65 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 9.9 | 9.9 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0.7 | 0.7 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 0.94 | 0.94 |

**Contractor Comments:**

Contract Number 33202003176

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 1.0 | 0.77 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 7.5 | 2.94 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0.05 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 0.818 | 0.86 |

**Contractor Comments:**

Contract Number 33202003186

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 0.65 | 0.65 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 2.9 | 2.9 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 0.83 | 0.83 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number 23242802999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.27 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.21 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802039

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0 |

**Contractor Comments:**

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23012802062

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.234 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.3772 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.3991 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.343 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.422 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.2 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.063 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.4 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.2 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## 3386 Residential Treatment and Rehabilitation

Contract Number 23042802043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.33 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.33 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.32 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.32 |

| | | | |
|---|---|---|---|
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.1 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 0.1 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.07 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 0.07 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.25 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.25 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.58 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.58 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.55 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 0.55 |

**Contractor Comments:**

## *3389* Substance Abuse Shelters for Individuals (SASI)

Contract Number 23072802003

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of minority/non-white clients receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | actual | 0.42 |
| 2.2 | Percentage of women receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | Actual | 0.21 |
| 2.3 | Percentage of injection drug users receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | Actual | 0.26 |
| 2.4 | Number of emergency shelter intake assessments provided annually (based on annual report) | actual | 1448 |

**Contractor Comments:**

## 3461 Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29092087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## 3470 Youth Residential Services

Contract Number 23202012008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the number of clients who complete the program measured by the percentage who complete the program | Actual | 0.24 |
| 1.2 | Promote youth engagement in positive peer network, activities and positive relationships with adults measured by the number of youths engaged in community prevention programs | Actual | 1 |
| 1.3 | Participating youths are appropriate for services measured by the number of clients screened prior to receiving services | Actual | 0.79 |
| 2.1 | Increase in minority/non-white youth admitted to residential treatment measured by the percentage of minority/non-white youths receiving residential services | actual | 0.1 |

| | | | |
|---|---|---|---|
| 2.2 | Youth and their families are linked with appropriate resources measured by the percentage of clients who receive referrals to other social/health services | Actual | 0.9 |

**Contractor Comments:**

## *The Resource Consortium, LLC (043526098)*

### *3153* Residential Supports

Contract Number 36002600348

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

# *The Salvation Army (042103624)*

## *2839* Individual Shelters

Contract Number 40922100019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 12775 | 16037 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 12775 | 16037 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 22995 | 48081 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 22995 | 48081 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 10800 | 9535 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 10800 | 9535 |

**Contractor Comments:**

Contract Number 40922100020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 17550 | 19742 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 17550 | 19742 |

| | | | |
|---|---|---|---|
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 17550 | 19786 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 17550 | 19786 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | Actual | 1951 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | Actual | 1951 |

**Contractor Comments:**

## *2901a* Family Shelters

Contract Number 509220049fs

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 4 | 4 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 4 | 4 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 4927 | 15830 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 4927 | 15830 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 1 |

**Contractor Comments:**

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802004

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 36 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 36 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 36 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 36 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 57 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 57 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 16 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 16 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 4 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 4 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 38 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 38 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 21 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 21 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 60009136059

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 242 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 242 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 242 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.96 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.96 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.96 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 236 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 236 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 236 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.95 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 289 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 289 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 289 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.96 |

**Contractor Comments:** 1.5 Does not appear to be an indicator of parent satisfaction.

1.6 Does appear to be an indicator of parent satisfaction.

## *RESGb* Group Home Teen Pregnancy Program

Contract Number 09950218500

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.3 |

| | | | |
|---|---|---|---|
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.02 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 13 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 18 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 11 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.015 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.46 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.9 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 0.81 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 213067 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 42613 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 213067 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 42613 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 1 |

**Contractor Comments:**

# Toward Independent Living and Learning, Inc. (042672688)

## 3153 Residential Supports

Contract Number 1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 0 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0 |

**Contractor Comments:** Please disregard this entry.

Contract Number 23102310333

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 23502350362

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 25202520340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26202620305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26602660318

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26802680362

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26902690386

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 26402640317

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 92 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 92 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26402640316

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 60 | 60 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 20 | 20 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 20 | 15 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

Contract Number 26702670321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 100 | 100 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

Contract Number 26702670352

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

Contract Number 26802680303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

Contract Number 26902690358

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 100 | 100 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23502350389

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 26502650301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number 26602660323

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Transition House, Inc. (042631789)*

## *3486* Batterer Intervention

Contract Number 34092161066

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 11 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 1 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 21 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 21 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 21 |

**Contractor Comments:** 1.1 We enroll %100 of our batterers on a timely basis.

2.1 & 2.2 & 2.3 are all at 100% because aour group is very small.

## *BWCPb* Battered Women and Children:Substance Abuse Shelter (McKinney ESG)

Contract Number 09950218586

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter beds occupied--give # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual number of days for the month | Actual | 378 |
| 1.10 | Percentage of families receiving support services measured by number of families receiving support services (divided number of families in shelter) | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by actual number of children receiving children's services | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.12 | Percentage of children receiving children's services measured by number of children receiving children's services divide number of children in shelter/safe home | 100% | 0 |
| 1.2 | Percentage of emergency shelter beds occupied measured by the number of bed days divided by capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 1 |
| 1.3 | Number of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away | Actual | 10 |
| 1.4 | Percentage of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away divided by # of families requesting shelter/safe home | Actual | 50 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 4 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by number of families in shelter | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 4 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 4 |
| 2.1 | Number of families reporting at time of exit that they were helped during their stay in the shelter measured by actual number of families reproting that they were helped during their stay in the shelter/safe home | Actual | 100 |
| 2.2 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter measured by number of families reproting they were helped divided by the number of families exiting shelter | Actual | 0 |
| 2.3 | Number of families who receive follow-up contact 3 months after leaving the shelter measured by the actual number of families contacted | Actual | 0 |
| 2.4 | Percentage of families who receive follow-up contact 3 months after leaving the shelter measured by number of families contacted ina given month (who left 3 months prior) divided by # of families who left the shelter during the entire month 3 months prio | Actual | 0 |
| 2.5 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.6 | Percentage of families who receive follow-up contact 6 months after leaving the shelter measured by number of families contacted in a given month (who left 6months prior) divided by # of families who left the shelter during the entire month 6 months prio | Actual | 0 |
| 3.1 | Number of families receiving community (non-residential) services measured by actual number of families receiving community services | Actual | 4 |
| 3.2 | Percentage of families receiving community (non-residential) services measured by number of families receiving community services divided by the number of families seerved in both shelter and outside community | Actual | 100 |
| 3.3 | Number of trainings conducted measured by actual number of trainings conducted | Actual | 12 |
| 3.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 4.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 2 |
| 4.2 | Percentage of staff who speak multiple languages measured by number of staff who speak multiple languages divided by total number of staff | Actual | 2 |

**Contractor Comments:** Our TLP program is a new program that was planned to house 4 single women and 5 families. The 4 single units were available for occupancy the last week of March and were fully occupied after that. The 5 family rooms were not available for occupancy due to lead issues and other physical barriers. Therefore no children were housed. (1.11, 1.12) During the contract year, improvements and corrections to the 5 family rooms were done. During this time we provided outreach, interviews, waitlist management, and safety planning and counseling to families. Our TLP program is a nine month program, so that the women who began in MArch were not ready to complete the program during this contract year. Therefore the statistics concerning follow-up contacts is not applicable. The above statistics are based on our capacity for 4 single units and not the family units.

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 0004021925001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 4124 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 2.18 |

| | | | |
|---|---|---|---|
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 62 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 41 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0.83 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 14 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.55 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 10 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0.67 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 54 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.91 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 1 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 32 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 11 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.5 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 356 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.82 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 53 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 0.99 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 54 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 1 |

**Contractor Comments:**

# *Travelers Aid Society of Boston, Inc. (042105756)*

## *2891* Transportation Assistance Program

Contract Number SCWEL30722TAP01

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Relocation of appropriate cases | 170 | 207 |
| 4.1 | Recipient contact with all cases following relocation | 170 | 207 |

**Contractor Comments:**

## *2901c* Scattered Sites

Contract Number SCWEL409520SC007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 75% | 0.55 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.7 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:** Due to the extraordinarily expensive housing market and paucity of Section 8 available units, these "hard to place" families had few options. The Housing Search Worker and SCAT team explored every possible vacancy to house the number they did. Given these economic and housing factors in the City of Boston, the goal was approached, but not reached. The occupancy goal could not be reached due to the limited number of units available.

## *BWCPa* Battered Women & Children: Substance Abuse Shelter

Contract Number SCDSS09950218593

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 0 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 0 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 0 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:** This is not the correct Schdule D-1 for this contract. A D-1 for MMARS program Code BWCPb, which is more applicable, was completed, however in order for the auditors to upload the UFR, this code was required.

## *BWCPb* Battered Women and Children:Substance Abuse Shelter (McKinney ESG)

Contract Number SCDSS09950218593

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter beds occupied--give # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual number of days for the month | Actual | |

| | | | |
|---|---|---|---|
| 1.10 | Percentage of families receiving support services measured by number of families receiving support services (divided number of families in shelter) | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by actual number of children receiving children's services | Actual | 393 |
| 1.12 | Percentage of children receiving children's services measured by number of children receiving children's services divide number of children in shelter/safe home | 100% | 1 |
| 1.2 | Percentage of emergency shelter beds occupied measured by the number of bed days divided by capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 1 |
| 1.3 | Number of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away | Actual | 82 |
| 1.4 | Percentage of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away divided by # of families requesting shelter/safe home | Actual | 0.3 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by number of families in shelter | 100% | |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 393 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 187 |
| 2.1 | Number of families reporting at time of exit that they were helped during their stay in the shelter measured by actual number of families reproting that they were helped during their stay in the shelter/safe home | Actual | 150 |
| 2.2 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter measured by number of families reproting they were helped divided by the number of families exiting shelter | Actual | 0.83 |
| 2.3 | Number of families who receive follow-up contact 3 months after leaving the shelter measured by the actual number of families contacted | Actual | |

| | | | |
|---|---|---|---|
| 2.4 | Percentage of families who receive follow-up contact 3 months after leaving the shelter measured by number of families contacted ina given month (who left 3 months prior) divided by # of families who left the shelter during the entire month 3 months prio | Actual | |
| 2.5 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | |
| 2.6 | Percentage of families who receive follow-up contact 6 months after leaving the shelter measured by number of families contacted in a given month (who left 6months prior) divided by # of families who left the shelter during the entire month 6 months prio | Actual | |
| 3.1 | Number of families receiving community (non-residential) services measured by actual number of families receiving community services | Actual | 50 |
| 3.2 | Percentage of families receiving community (non-residential) services measured by number of families receiving community services divided by the number of families seerved in both shelter and outside community | Actual | |
| 3.3 | Number of trainings conducted measured by actual number of trainings conducted | Actual | 36 |
| 3.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by number of trainings requested divided by number of trainings actually conducted | Actual | |
| 4.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 3 |
| 4.2 | Percentage of staff who speak multiple languages measured by number of staff who speak multiple languages divided by total number of staff | Actual | 0.75 |

**Contractor Comments:** The program that Travelers Aid runs places deals with homeless families that are in an emergency situation and places them in hotels until more suitable housing can be located. As such, it is not a traditional shelter and several of the program measures identified are not applicable to this program.

# *Tri-City Community Action Program, Inc. (042658101)*

## *3477* Child Lead Poisoning Prevention

Contract Number 45131000

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Number of presentations, trainings and educational sessions given to the targeted community | Actual | 20 |
| 2.2 | Number of people served through these presentations | Actual | 578 |
| 2.3 | Number of different informational pieces on lead poisoning prevention issues published/aired using local media outlets | 6 | 25 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 41303300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 11 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 11 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 11 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 11 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 11 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 11 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 11 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 11 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 11 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# Tri-City Mental Health and Retardation Center, Inc. (042463029)

## 3034 Community Support Clubhouse

Contract Number 33102003061

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 48 | 49 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 19 | 21 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 20 | 20 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 6 | 22 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 4 | 20 |

**Contractor Comments:**

## 3037 Day Rehabilitation

Contract Number 33602003140

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 4000 | 4258 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 75% | 1 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 45% | 0.15 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 45% | 0.07 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 45% | 0.07 |

**Contractor Comments:**

## *3039* Homeless Support Services

Contract Number 82102008005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 70% | 0.8 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 70% | 0.75 |

**Contractor Comments:**

Contract Number 82102008007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 70% | 0.84 |
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 70% | 0.78 |

**Contractor Comments:**

Contract Number 82102008016

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Referrals are made to other community services measured by percentage (number of referrals to other community services divided by total number of unduplicated clients) | 72% | 0.8 |

| | | | |
|---|---|---|---|
| 2.2 | Eligibility applications are submitted to DMH measured by percentage (number of eligibility applications submitted to DMH divided by the number of clients who, in the opinion of the staff, would meet DMH eligibility requirements) | 70% | 0.75 |

**Contractor Comments:**

## *3048* Respite Care Services

Contract Number 32102003012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 91% | 0.82 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 71% | 0.76 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 33102003179

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 43% | 0.5 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 37% | 0.38 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 0.64 |

**Contractor Comments:**

Contract Number 33602003014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 0 | 0 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 0 | 0 |

**Contractor Comments:** Program is a flexible homeless support program.

Contract Number 33602003200

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.87 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 38% | 0.48 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.83 |

**Contractor Comments:**

## *3050* Outpatient

Contract Number 33502003125

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 87% | 0.85 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 83% | 0.67 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95% | 0 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 25 | 28 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 30 | 31 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 375 | 423 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 85 | 97 |

**Contractor Comments:** Surveys were not available before filing date.

Contract Number 33602003142

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 89% | 0.83 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 84% | 0.49 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95% | 0 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 100 | 121 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 100 | 136 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 1,500 | 1821 |

| | | | |
|---|---|---|---|
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 400 | 425 |

**Contractor Comments:** Surveys were not available before filing deadline.

## *3053* Social Club

Contract Number 33602003143

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 6400 | 6000 |
| 1.1a | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 6400 | 6000 |
| 1.1b | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year divided by average daily attendance for the f | 30% | 0.28 |
| 1.2 | Consumers participate in program activities measured by percentage (the average daily attendance for the last month in the contract year minus average daily attendance for the first month in the contract year ( average daily attendance for the first mont | 30% | 0.28 |
| 2.1 | Program measures consumer satisfaction measured by percentage (number of consumers who report being satisfied with the program ( number of consumers who participate in the survey | 90% | 1 |

**Contractor Comments:**

## *3059* Community Rehabilitation Support

Contract Number 33102003059

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 75% | 0.8 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 95% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95% | 0 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 45 | 58 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 42,000 | 63064 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 3,750 | 4545 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 4,000 | 4974 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 13,000 | 15822 |

**Contractor Comments:** Surveys were not completed.

Contract Number 33502003125

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 75% | 0.91 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 80% | 0.92 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 90% | 0.78 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 280 | 385 |

| | | | |
|---|---|---|---|
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 7,000 | 9769.5 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 18,000 | 26741 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2400 | 2722 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 750 | 877.5 |

**Contractor Comments:**

Contract Number 33602003141

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 87% | 0.95 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 95% | 1 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 95% | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 25 | 30 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 10,000 | 13817 |

| | | | |
|---|---|---|---|
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 3,000 | 3034 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:**

## *3064* Outpatient Services (ch)

Contract Number 33502003128

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 75% | 0.78 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 0 | 0 |
| 2.1 | Utilization of outpatient services measured by unduplicated number of children who are the identified clients who had been served by the end of the reporting period. (this measure is applicable only if outpatient services (3064) were included in the RFR | 30 | 28 |

**Contractor Comments:**

## *3066* Individual & Family Flexible Support Srvs

Contract Number 33102003063

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90 | 0 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 95 | 0 |

| | | | |
|---|---|---|---|
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 100 | 40 |

**Contractor Comments:** Tri-City terminated this contract as of 10/30/01.

Contract Number 33502003128

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 90 | 66 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 90 | 0 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 23 | 23 |

**Contractor Comments:** 1.2 No surveys copleted.

## *3306* Search BSAS Education & Assessment

Contract Number 23372802001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients referred to other social/health services as part of the program (based on annual report) | Actual | 0.57 |
| 2.1 | Percentage of minority (non-white) clients receiving services (annual unduplicated count) | actual | 0.39 |
| 2.2 | Percentage of women receiving services (annual unduplicated count) | actual | 0.42 |
| 2.3 | Percentage of injection drug users receiving services (annual unduplicated count) | Actual | 0.26 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number 2324216b022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.97 |

| | | | |
|---|---|---|---|
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.01 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005193

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.0095 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.0095 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.009 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 0.009 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.0095 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.0095 |

**Contractor Comments:**

## *3334* HIV Antibody Counseling & Testing Service

Contract Number 49302802007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the percentage of clients at significant risk tested at counseling and testing programs measured by # of clients at significant risk tested divided by total population tested | 37% | 0.004 |
| 1.2 | Maintain or improve return rates for post-test counseling at or above 2001 level as defined by the percentage of people who return for test results measured by number of clients who return for test results divided by total population tested | ( 84% | 0.008 |

**Contractor Comments:**

## 3385 Ambulatory Substance Abuse Treatment Services

Contract Number 23012802072

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.167 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.1824 |
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.1824 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.2 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.156 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0.034 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0.0574 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.478 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.145 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

## 3404 Projects for Health Care Access

Contract Number 23372802001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Implement effective and creative outreach and/or marketing activities measured by the number of outreach and/or marketing activities | 1 | 1 |
| 2.1 | An increase in the number of families/individuals actually spoken to directly about MassHealth and CMSP measured by the number | 220 | 251 |

**Contractor Comments:**

## 3486 Batterer Intervention

Contract Number 34092025056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 77 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.25 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 85 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 18 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 0 |

**Contractor Comments:** The program is a small program and the coordinator is a leader of a group that meets on the day of the roundtable meetings.

## *CHCX* Income Eligible Child Care

Contract Number 40002134006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 39 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 39 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 39 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 43 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 43 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 43 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 39 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 39 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 39 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 41202044009

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 5 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 6 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 20 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:** Parents are not responding in a timeley manner- falure to follow through.
We have had a quarterly meeting the facilitator failed to show up.

# *Tri-County Youth Programs, Inc. (042680339)*

## *2509* Specialized Foster Care

Contract Number 91121200403

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Long term youth either attend school or maintain employment measured by percentage (number of youths attending school or working divided by the number of youth served in the program) | 100% | 0.61 |
| 1.2 | Youth successfully complete stay measured by percentage (number of youths completing stay divided by the number of youths served in the program) | 50% | 0.29 |

**Contractor Comments:**

## *3048* Respite Care Services

Contract Number 12102001027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers meet respite plan goals measured by percentage (Number of consumer who achieve one or more respite plan goals divided by the total number of program consumers). | 100 | 100 |
| 1.2 | Consumers are discharged from the program in accordance with discharge plan measured by the percentage (Number of planned discharges divided by the total number of discharges) | 100 | 100 |

**Contractor Comments:**

## *3057* Juvenile Court Clinic Forensic Services

Contract Number 82102008059

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Staff clinicians are licensed measured by percentage (number of licensed staff clinicians divided by total number of staff clinicians) | 75% | 1 |
| 1.2 | 12e hospitalizations decrease through use of diversion or alternative programs measured by percentage (number of 12e hospitalizations divided by total nunmber of 12e hospitalizations in base year) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.1 | Evaluations are completed by the established due date measured by percentage (number of evaluations completed by the established due date divided by the total number of evaluations requested) | 100% | 0.83 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number 12102001024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 100 | 100 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 100 | 100 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 100 | 100 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 100 | 95 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 100 | 95 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 100 | 95 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 100 | 95 |

| | | | |
|---|---|---|---|
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 100 | 95 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 100 | 95 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 100 | 95 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number 12102001130

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90 | 98 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 90 | 89 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 90 | 76 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 90 | 100 |

**Contractor Comments:**

Contract Number 12102001133

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 100 | 100 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 60 | 100 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 80 | 100 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 50 | 100 |

**Contractor Comments:**

Contract Number 12102001173

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 90 | 96 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 90 | 100 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 90 | 100 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 90 | 100 |

**Contractor Comments:**

# *Tri-Valley Elder Services, Inc. (042594201)*

## *8006* Home Care Purchase-of-Service

Contract Number SCELD03642206025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 96.01 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 94 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 1360 | 1342 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1342.42 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 28 | 6 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 0.5 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | 105% | 0.89 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.89 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.985 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.97 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number SCELD03642206025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 96.26 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | Actual | 94 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | 1418 | 1433 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1433.08 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.986 |

| | | | |
|---|---|---|---|
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | 28 | 6 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 0.5 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 105% | 0.89 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.89 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.985 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.97 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number SCELD03642517025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.56 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 18 |

| | | | |
|---|---|---|---|
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 0.94 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number SCELD03642225025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 12 | 8 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 12 | 0 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 144.92 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 89 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 7.58 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0.92 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 14.83 |

| | | | |
|---|---|---|---|
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 28.33 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 10.17 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 3 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number SCELD03642206025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 93 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 100 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 100 |
| 2.2 | | Actual | 96 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 81 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 7 |

**Contractor Comments:** 2.4 Requirement for 15 trainings per year waived under PI01-60 for FY2002.

## *8043* Managed Care/Housing

Contract Number SCELD03642206025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 95.74 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 3.08 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 27.42 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.986 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.89 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.97 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03642ECO025

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 93.4 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 1.17 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 39.17 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 98.6 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.89 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.97 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# Triangle, Inc. (042486905)

## 2201a Evaluation

Contract Number 20072004233

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 100% | 0.8 |
| 2.1 | Number of people served measured by unduplicated count | n/a | 60 |

**Contractor Comments:**

## 2201b Work Adjustment Training

Contract Number 20072004233

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | n/a | 0.79 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 100% | 1 |
| 2.1 | Number of individuals served measured by unduplicated count | n/a | 40 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | n/a | 8 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | n/a | 5 |

**Contractor Comments:**

## 2201d Job Support Services

Contract Number 20072004233

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | - | 65 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 100% | 1 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | - | 114 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | - | 49 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number 23802380302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.83 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 23802380377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23802380377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 80% | 0.71 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | n/a | 0.2 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 17% | 0.2 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0.04 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | n/a | 0.71 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | n/a | 0 |

**Contractor Comments:**

Contract Number 26402640308

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 80% | 0.8 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 20% | 0.2 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | n/a | 0.2 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | n/a | 0 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 23802380375

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Triumph, Inc. (042394012)*

## *CHCX* Income Eligible Child Care

Contract Number 50009135008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 8 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 8 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 8 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 8 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 8 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 51701045008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 9 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 9 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 9 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 9 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 9 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 9 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 8.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 8.5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 8.5 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9412 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9412 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 0.9412 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 8.5 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 8.5 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 8.5 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9412 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9412 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0.9412 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 9 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 9 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 9 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

# *Trustees of Boston University (042103547)*

## *3326* EI Training Center

Contract Number 34110801001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Orientation training is offered to all new staff measured by the number of care courses offered per year | 15 | 0 |
| 2.2 | Mentorship program is offered measured by the number of mentorship pairs funded per year | 20 | 0 |
| 2.3 | Personnel certification is established measured by the percentage of appropriate staff certified as EI specialists | 50% | 0 |

**Contractor Comments:** Per Principal Investigator although program assigned a program code 3326, the performance measures listed above are not applicable.

## *trustees of rosa parks daycare center, inc. (042508120)*

*CHCX* Income Eligible Child Care

Contract Number SCOFC60009136031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 58 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 58 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 58 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.95 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 50 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 50 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 50 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.82 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.82 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.82 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 56 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 56 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 56 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.92 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.92 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.92 |

**Contractor Comments:** There where no negative responses only suggestions that parents feel would make thier lives easier. Some parents did not respond at all, subsequently there is not 100% in all categories.

# Tufts University (042103634)

## 3412 Comprehensive Dental

Contract Number SCFDPH2109291000

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | A system of care is developed including case management and reminder/recall systems so that patients receive regular maintenance preventive care measured by number of unique individuals with two or more preventive visits per year | actual | 6213 |
| 1.2 | Patients remain caries free measured by the number of total unique individuals who are caries free on preventive visits per year | actual | 5941 |
| 2.1 | Individuals who are mentally retarded or developmentally disabled receive oral health services measured by the number of unique individuals receiving oral health services per year | Actual | 9368 |
| 2.2 | Individuals who are mentally retarded or developmentally disabled receive oral health services measured by the number of service visits provided reported by procedures | Actual | 63206 |
| 2.3 | Individuals who are mentally retarded or developmentally disabled receive oral health services measured by the number of service visits provided reported by site | actual | 19803 |

**Contractor Comments:**

## CHCX Income Eligible Child Care

Contract Number SCOFC40113441904

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 160 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 160 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 160 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 160 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 160 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 160 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 160 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 160 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 160 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# Turning Point, Inc. (042479435)

## 3049 Adult Residential Services

Contract Number SCDMH23102002019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 1 | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 1 | 1 |

**Contractor Comments:**

Contract Number SCDMH33602003197

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 1 | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 28 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 1 | 1 |

**Contractor Comments:**

Contract Number SCDMR33302003189

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 1 | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 0 | 5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 0 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 1 | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number SCDMR23202320301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR23502350377

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number SCDMR23202320354

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

Contract Number SCDMR23202320365

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *BWCPa* Battered Women & Children: Substance Abuse Shelter

Contract Number SCDSS09950218571

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 6069 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0.45 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 23 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 100 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 23 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 100 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 23 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 100 |
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 25 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 100 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 23 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 1 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 10 |

| | | | |
|---|---|---|---|
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0.55 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 8 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 1.14 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 23 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 1 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 25 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 1 |

**Contractor Comments:** 0

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number SCDSS00030219243

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 1700 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 10 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 3 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 100 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 6 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.52 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 100 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 0 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 0 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 6 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 6 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 6 |

**Contractor Comments:**

# United Arc of Franklin and Hampshire Counties. Inc. (042267562)

## 3153 Residential Supports

Contract Number 21202120381

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number 21202120321

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3176* Family Support

Contract Number 21202120322

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100% | 1 |
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100% | 0.85 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100% | 1 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100% | 0.8 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 0% | 0 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 21202120321

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# United Cerebral Palsy Association of Berkshire County, Inc. (042173060)

## 2215e Assistive Technology and Training

Contract Number 20072006303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of people who identify Independent Living goals to be achieved through the provision of AT services and training | 100% | 1 |
| 1.2 | Percentage of people who achieve their Independent Living goals through the provision of AT services and training | 85% | 1 |
| 2.1 | Total number of individuals served | Actual | 0 |
| 2.2 | Number of people who receive an AT assessment | Actual | 0 |
| 2.3 | Number of people who receive AT equipment | Actual | 0 |
| 2.4 | Number of people who receive training | Actual | 0 |
| 2.5 | Total number of units (hours) provided of intake, assessment, equipment installation, training and follow-up | Negotiated | 800 |
| 3.1 | Percentage of people who receive assessment within 2 weeks of referral | 85% | 1 |
| 3.2 | Percentage of people who have equipment installed within 30 days of ordering | 85% | 1 |
| 3.3 | Percentage of people who received training within 2 weeks of installation of equipment | 85% | 1 |
| 4.1 | Percentage of people who report overall satisfaction with AT services and training on consumer satisfaction survey | 85% | 1 |

**Contractor Comments:** does not apply

## 3176 Family Support

Contract Number 21102110366

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 100 | 100 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 100 | 100 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 100 | 100 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 21102110367

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# United Cerebral Palsy of MetroBoston, Inc. (042672599)

## 3153 Residential Supports

Contract Number 26402640388

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.9375 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number 26402640396

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.9 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.9 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# United Front Child Development Programs, Inc. (510200575)

## CHCX — Income Eligible Child Care

Contract Number 50002135023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 111 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 111 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 111 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 111 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 111 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 111 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 111 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 111 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 111 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 52002045027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 55 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 55 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 55 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 55 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 55 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 55 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 15 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 55 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 55 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 55 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 55 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 55 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 55 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

# *United South End Settlements (042104280)*

## *CHCX* Income Eligible Child Care

Contract Number SCOFC600091360

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 88 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 88 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 88 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 88 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 88 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 88 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.6 a and 1.6 b - Have not recieved information back from OCCS concerning parent repsonses to questionaire.

# *Valley Educational Associates, Inc. (042763735)*

## *3168* Employment Services

Contract Number 21202120334

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 48% | 0.53 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 34% | 0.25 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0.02 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 18% | 0.2 |

**Contractor Comments:**

# Valley Human Services,Inc. (042492430)

## 3050 Outpatient

Contract Number SCDMH13303001069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, with serious mental illness as defined in DMH Policy 89-3 who are not hospitalized divided by total number of clients, unduplicated | 100% | 0.87 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 100% | 0.81 |
| 1.3 | Clients are satisfied with program services defined by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 100% | 1 |
| 2.1a | program enrollment measured by an unduplicated count of the number of individuals who receive therapy services | 46 | 46 |
| 2.1b | program enrollment measured by an unduplicated count of the number of individuals who receive medication services | 28 | 28 |
| 2.2a | Service utilization measured by total number of units (as defined in the RFR) of therapy services provided | 344 | 344 |
| 2.2b | Service utilization measured by total number of units (as defined in the RFR) of medication services provided | 71 | 71 |

**Contractor Comments:**

## 3059 Community Rehabilitation Support

Contract Number SCDMH13301001069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 100% | 0.86 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 100% | 0 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 100% | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 15 | 15 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 25 | 25 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 391 | 391 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 206 | 206 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2 | 2 |

**Contractor Comments:**

## *3068* Day Services (children & adolescents)

Contract Number SCDMH13302001076

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85% | 0.85 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 85% | 0.85 |

| | | | |
|---|---|---|---|
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 85% | 0.85 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 80% | 0.8 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 80% | 0.8 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 80% | 0.8 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 80% | 0.8 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 80% | 0.8 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 21 | 21 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 16 | 16 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number SCDMH13302001149

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 100% | 0.88 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 100% | 0.67 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 0 | 0 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 0 | 0 |

**Contractor Comments:**
1.3 Surveys were not given out this year.
1.4 Surveys were not given out this year.

## *CHCX* Income Eligible Child Care

Contract Number SCOFC00900213CMS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 83 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 83 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 83 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 84 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 83 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 83 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 83 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 88 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number SCOFC00900213CMS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 16 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 16 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 16 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 20 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 26 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

1.3 Cannot be computed because there were 2 or more vacant slots at any given time due to a lack of referrals from DSS.
1.8 n/a
1.9 n/a
1.10 n/a
1.11 n/a

Contract Number SCOFC10302041011

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 16 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 16 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 16 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 20 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 26 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 26 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 26 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0 |

**Contractor Comments:**

1.3 Cannot be computed because there were 2 or more vacant slots at any given time due to a lack of referals from DSS.
1.8 n/a
1.9 n/a
1.10 n/a questionaires are not returned
1.11 n/a questionairs are not returned

# *Valley Opportunity Council, Inc. (042692763)*

## *2901/2906* Transitional Housing-Foundations-Grant

Contract Number 5092-10051FS

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 177 | 177 |
| 2.2 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.95 |
| 2.3 | Develop and maintain an Individualized Service Plan for each family | 100% | 1 |

**Contractor Comments:**

## *3375* WIC Nutrition

Contract Number 3502-1802026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.95 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.95 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 2909-1087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 480 | 500 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 480 | 500 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 250 | 150 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 250 | 180 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 40 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 1000-1131024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 142 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 142 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 142 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 260 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 260 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 260 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 257 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 257 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 257 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.99 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.99 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.99 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 1030-1041012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 129 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 129 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 129 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 144 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 144 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 144 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 99 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 99 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 99 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 18 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 18 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 18 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 129 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 129 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 129 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 129 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 129 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 129 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# Vanguard, Inc. (042776075)

## 3153 Residential Supports

Contract Number SCDMR21502150385

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3177 Individual Support

Contract Number SCDMR21502150387

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# *Veteran's Outreach Center,Inc. (042903859)*

## *1131* Outreach and Counseling

Contract Number 10002PITORC

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | The program provides mental health counseling measured by the number of individuals served (unduplicated count) | 25 | 13 |
| 1.2 | The program provides employment support services measured by the number of clients employed | 20 | 22 |
| 1.3 | The program provides benefits counseling and advocacy measured by the number of unduplicated individuals served. | 35 | 83 |
| 1.4 | The program assists in VA Disability Claims measured by the number of claims awarded. | actual | 34 |
| 1.5 | The program provides needs assistance and support measured by the number of individuals served (unduplicated count) | 300 | 73 |
| 1.6 | The programs assists in making appropriate referrals measured by the number of individuals served (unduplicated count). | 20 | 58 |
| 2.1 | Number of mental health counseling sessions provided | 30 | 34 |
| 2.2 | Number of clients served in employment services | 40 | 57 |
| 2.3 | Number of clients receiving benefits counseling and advocacy services. | 40 | 127 |
| 2.4 | Number of VA Disability Claims initiated | 80 | 212 |
| 2.5 | Number of needs assistance and support clients requesting services. | 500 | 1406 |
| 2.6 | Number of clients requesting referrals services | 20 | 179 |
| 3.1 | Funds recovered from BCA,SS and VA claims measured by the dollar amount recovered over related state funds received | 30% | 0.0003 |
| 3.2 | Needs Assistance Program measured by the cost of program funds received from the state. | 50% | 0 |
| 3.3 | Requesting services measured by the incidents of requested services over state funding | 71% | 0.49 |
| 3.4 | State funding level measured by percentage (state funding over all program and administrative expenses) | 50% | 0.7 |

| | | | |
|---|---|---|---|
| 4.1 | Funds recovered measured by retro and 12 months of claims | $200000 | 282940 |
| 4.2 | Needs Assistance measured by the retail worth of goods and services received by consumer | $29,740 | 40787 |
| 4.3 | Requested services measured by the number provided by annual total from state reports over formal complaints received by DVS and other agencies | 0 | 0 |

**Contractor Comments:**

# *Veterans Northeast Outreach Center, Inc. (042879409)*

## *1131* Outreach and Counseling

Contract Number SCVET10002HAVHVR

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | The program provides mental health counseling measured by the number of individuals served (unduplicated count) | 80 | 96 |
| 1.2 | The program provides employment support services measured by the number of clients employed | 50 | 37 |
| 1.3 | The program provides benefits counseling and advocacy measured by the number of unduplicated individuals served. | 250 | 240 |
| 1.4 | The program assists in VA Disability Claims measured by the number of claims awarded. | actual | 10 |
| 1.5 | The program provides needs assistance and support measured by the number of individuals served (unduplicated count) | 100 | 217 |
| 1.6 | The programs assists in making appropriate referrals measured by the number of individuals served (unduplicated count). | 100 | 131 |
| 2.1 | Number of mental health counseling sessions provided | 3000 | 5162 |
| 2.2 | Number of clients served in employment services | 250 | 368 |
| 2.3 | Number of clients receiving benefits counseling and advocacy services. | 300 | 217 |
| 2.4 | Number of VA Disability Claims initiated | 50 | 73 |
| 2.5 | Number of needs assistance and support clients requesting services. | 500 | 265 |
| 2.6 | Number of clients requesting referrals services | 100 | 153 |
| 3.1 | Funds recovered from BCA,SS and VA claims measured by the dollar amount recovered over related state funds received | 13% | 0.185 |
| 3.2 | Needs Assistance Program measured by the cost of program funds received from the state. | 0 | 0 |
| 3.3 | Requesting services measured by the incidents of requested services over state funding | 28.00 | 6.4 |
| 3.4 | State funding level measured by percentage (state funding over all program and administrative expenses) | 16% | 0.2 |

| | | | |
|---|---|---|---|
| 4.1 | Funds recovered measured by retro and 12 months of claims | 500000 | 525000 |
| 4.2 | Needs Assistance measured by the retail worth of goods and services received by consumer | 42000 | 13560 |
| 4.3 | Requested services measured by the number provided by annual total from state reports over formal complaints received by DVS and other agencies | 0 | 0 |

**Contractor Comments:**

Contract Number SCVET10002HAVORC

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | The program provides mental health counseling measured by the number of individuals served (unduplicated count) | 80 | 96 |
| 1.2 | The program provides employment support services measured by the number of clients employed | 50 | 37 |
| 1.3 | The program provides benefits counseling and advocacy measured by the number of unduplicated individuals served. | 250 | 240 |
| 1.4 | The program assists in VA Disability Claims measured by the number of claims awarded. | actual | 10 |
| 1.5 | The program provides needs assistance and support measured by the number of individuals served (unduplicated count) | 100 | 217 |
| 1.6 | The programs assists in making appropriate referrals measured by the number of individuals served (unduplicated count). | 100 | 131 |
| 2.1 | Number of mental health counseling sessions provided | 3000 | 5162 |
| 2.2 | Number of clients served in employment services | 250 | 368 |
| 2.3 | Number of clients receiving benefits counseling and advocacy services. | 300 | 217 |
| 2.4 | Number of VA Disability Claims initiated | 50 | 73 |
| 2.5 | Number of needs assistance and support clients requesting services. | 500 | 265 |
| 2.6 | Number of clients requesting referrals services | 100 | 153 |
| 3.1 | Funds recovered from BCA,SS and VA claims measured by the dollar amount recovered over related state funds received | 13% | 0.185 |
| 3.2 | Needs Assistance Program measured by the cost of program funds received from the state. | 0 | 0 |
| 3.3 | Requesting services measured by the incidents of requested services over state funding | 28.00 | 6.4 |

| | | | |
|---|---|---|---|
| 3.4 | State funding level measured by percentage (state funding over all program and administrative expenses) | 16% | 0.2 |
| 4.1 | Funds recovered measured by retro and 12 months of claims | 500000 | 525000 |
| 4.2 | Needs Assistance measured by the retail worth of goods and services received by consumer | 42000 | 13560 |
| 4.3 | Requested services measured by the number provided by annual total from state reports over formal complaints received by DVS and other agencies | 0 | 0 |

**Contractor Comments:**

## *1133* Homelessness Services

Contract Number SCVET10002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Occupancy rate measured by percentage (# of unreplicated beds delivered divided by the number of potential bed days) | 80% | 1 |
| 1.2 | Percentage of residents moved to more independent living during the fiscal year (# of residents moved to a more independent living situation divided by the # of residents served) | 20% | 0.18 |
| 1.3 | Percentage of residents employed through the program (# of residents employed through the program divided by the unreplicated count of the # of residents served). | 50% | 0.67 |
| 1.4 | Percentage of residents receiving substance abuse counseling (# of residents receiving substance abuse counseling divided by an unreplicated count of the # of residents served) | 85% | 0.87 |
| 1.5 | Percentage of residents receiving instruction (# of residents receiving a minimum of 3 hours of daily instruction divided by an unreplicated count of the # of residents served) | 100% | 1 |
| 2.1 | Number of residents served (unreplicated count). | Actual | 55 |
| 2.2 | Number of residents moved to more independent living | Actual | 10 |
| 2.3 | Number of residents employed through the program | Actual | 37 |
| 2.4 | Number of residents receiving substance abuse counseling | Actual | 48 |
| 2.5 | Number of residents receiving instruction (3 hours/day minimum) | Actual | 55 |
| 2.6 | Number of residents with multiple adminssions to program | Actual | 2 |
| 2.7 | Number of residents who left the program due to replase | Actual | 4 |

| | | | |
|---|---|---|---|
| 3.1 | Total dollars expended on housing (total dollars) | actual | 49875 |
| 3.2 | Total dollars (DVS funds) expended on case management/counseling (total dollars) | actual | 10000 |
| 3.3 | Actual housing cost per resident (total housing dollars divided by unreplicated count of # of residents served) | 860 | 906.18 |
| 3.4 | Actual case management/counseling cost (DVS funds) per resident (total case management dollars divided by unreplicated count of # of residents served) | Actual | 181.82 |
| 4.1 | Percentage Recidivism Rate (# of residents with multiple admissions divided by the # of residents served (unreplicated count) | Actual | 3.6 |
| 4.2 | Percentage Relapse Rate (# of residents who left the program due to replase divided by the # of residents served (unreplicated count) | Actual | 7.3 |

**Contractor Comments:**

Contract Number SCVET10002ESG

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Occupancy rate measured by percentage (# of unreplicated beds delivered divided by the number of potential bed days) | 80% | 1 |
| 1.2 | Percentage of residents moved to more independent living during the fiscal year (# of residents moved to a more independent living situation divided by the # of residents served) | 20% | 0.18 |
| 1.3 | Percentage of residents employed through the program (# of residents employed through the program divided by the unreplicated count of the # of residents served). | 50% | 0.67 |
| 1.4 | Percentage of residents receiving substance abuse counseling (# of residents receiving substance abuse counseling divided by an unreplicated count of the # of residents served) | 85% | 0.87 |
| 1.5 | Percentage of residents receiving instruction (# of residents receiving a minimum of 3 hours of daily instruction divided by an unreplicated count of the # of residents served) | 100% | 1 |
| 2.1 | Number of residents served (unreplicated count). | Actual | 55 |
| 2.2 | Number of residents moved to more independent living | Actual | 10 |
| 2.3 | Number of residents employed through the program | Actual | 37 |
| 2.4 | Number of residents receiving substance abuse counseling | Actual | 48 |
| 2.5 | Number of residents receiving instruction (3 hours/day minimum) | Actual | 55 |

| | | | |
|---|---|---|---|
| 2.6 | Number of residents with multiple adminssions to program | Actual | 2 |
| 2.7 | Number of residents who left the program due to replase | Actual | 4 |
| 3.1 | Total dollars expended on housing (total dollars) | actual | 10000 |
| 3.2 | Total dollars (DVS funds) expended on case management/counseling (total dollars) | actual | 10000 |
| 3.3 | Actual housing cost per resident (total housing dollars divided by unreplicated count of # of residents served) | 860 | 906.18 |
| 3.4 | Actual case management/counseling cost (DVS funds) per resident (total case management dollars divided by unreplicated count of # of residents served) | Actual | 181.82 |
| 4.1 | Percentage Recidivism Rate (# of residents with multiple admissions divided by the # of residents served (unreplicated count) | Actual | 3.6 |
| 4.2 | Percentage Relapse Rate (# of residents who left the program due to replase divided by the # of residents served (unreplicated count) | Actual | 7.3 |

**Contractor Comments:**

# Veterans' Association of Bistol County, Inc. (042977737)

## 1131 Outreach and Counseling

Contract Number scvet1000falorc

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | The program provides mental health counseling measured by the number of individuals served (unduplicated count) | 200 | 274 |
| 1.2 | The program provides employment support services measured by the number of clients employed | 10 | 6 |
| 1.3 | The program provides benefits counseling and advocacy measured by the number of unduplicated individuals served. | 30 | 21 |
| 1.4 | The program assists in VA Disability Claims measured by the number of claims awarded. | actual | 9 |
| 1.5 | The program provides needs assistance and support measured by the number of individuals served (unduplicated count) | 150 | 157 |
| 1.6 | The programs assists in making appropriate referrals measured by the number of individuals served (unduplicated count). | 300 | 324 |
| 2.1 | Number of mental health counseling sessions provided | 2300 | 1815 |
| 2.2 | Number of clients served in employment services | 55 | 41 |
| 2.3 | Number of clients receiving benefits counseling and advocacy services. | 70 | 40 |
| 2.4 | Number of VA Disability Claims initiated | 80 | 102 |
| 2.5 | Number of needs assistance and support clients requesting services. | 1350 | 1264 |
| 2.6 | Number of clients requesting referrals services | 820 | 1082 |
| 3.1 | Funds recovered from BCA,SS and VA claims measured by the dollar amount recovered over related state funds received | 70% | 2.64 |
| 3.2 | Needs Assistance Program measured by the cost of program funds received from the state. | $.35 | 0.37 |
| 3.3 | Requesting services measured by the incidents of requested services over state funding | $21.39 | 23.02 |
| 3.4 | State funding level measured by percentage (state funding over all program and administrative expenses) | 77% | 0.77 |

| | | | |
|---|---|---|---|
| 4.1 | Funds recovered measured by retro and 12 months of claims | 70,000 | 263150 |
| 4.2 | Needs Assistance measured by the retail worth of goods and services received by consumer | 35,000 | 37033 |
| 4.3 | Requested services measured by the number provided by annual total from state reports over formal complaints received by DVS and other agencies | 0 | 0 |

**Contractor Comments:**

# Victory Programs, Inc. (042575322)

## 3386 Residential Treatment and Rehabilitation

Contract Number 23043802024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 20.2 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 20.2 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 21.7 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 21.7 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 39.3 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 39.3 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 3.6 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 3.6 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 33.3 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 33.3 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 78.6 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 78.6 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 47.6 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 47.6 |

**Contractor Comments:** Shepherd House

Contract Number 23043802060

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 30 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 30 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 32.5 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 32.5 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 38.1 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 38.1 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 6.9 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 6.9 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 58.2 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 58.2 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 30 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 30 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 57.8 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 57.8 |

**Contractor Comments:** Victory House & New Victories
In the MIS reports, these programs are listed individually, but they are considered one program in the contract. Performance percentages for each program site were averaged for the actual performance percentages listed above.

## *3392* Supportive Housing

Contract Number 23113802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 89 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 100 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 100 |

**Contractor Comments:** Yetman House

As per the MIS discharge forms, 0% of clients were unemployed with 27.3% not in the labor force.

## *3400* Houses of Correction

Contract Number 23193907012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program (based on MIS discharge form) | Actual | 54 |
| 1.2 | Percentage of clients who participate in the HIV/AIDS Bureau prevention and education program (based on annual report) | actual | 100 |
| 1.3 | Number of urinalyses performed per client (based on MIS discharge form) | Actual | 53.1 |
| 1.4 | Percentage of clients receiving referrals to community-based Residential or Outpatient programs (based on MIS discharge form) | Actual | 54 |

**Contractor Comments:** Victory Programs at MCI

## *3416* HIV/AIDS Support Housing

Contract Number 49293802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.952 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:** The Bobbie White House

VPI is the service provider only and has no control over the admission process.

Contract Number 49293802023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.93 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:** LARC - The Living and Recovering Community

## *3455* Special Residential Services for Women (includes Family Shelters)

Contract Number 23353028035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 43.8 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 39.4 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 416 |

**Contractor Comments:** Women's Hope

Contract Number 23353925028

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the program | Actual | 36.8 |
| 1.2 | Percentage of clients who receive housing services (based on MIS discharge form) | Actual | 100 |
| 2.1 | Number of clients admitted to the program (annual unduplicated count) | Actual | 31 |

**Contractor Comments:** Portis Family House

For item 2.1, the unduplicated count includes both primary and collateral client admissions.

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29093087999

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 1131 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 207 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 207 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 93 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 591 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** For 1.3, this figure does not include participants in tobacco education lectures.

## *Vietnamese Amercian Civic Association, Inc. (042844165)*

### *3328* AIDS Minority Capacity Development

Contract Number 49332802008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Prevention & Education: Number of clients belonging to priority populations provided high risk reduction information from outreach workers or other health educators | Actual | 937 |
| 2.2 | Prevention & Education: Number of skills trainings or other educational sessions provided to clients belonging to the priority populations | Actual | 75 |
| 2.3 | Client Services: Number of referrals of clients related to health & social services (unduplicated count) | Actual | 125 |

**Contractor Comments:**

### *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143069

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 40 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 650 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 203 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 5 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 5 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29042087057

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 225 | 225 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 2 |

**Contractor Comments:**

# *Village Pre-School, Inc (042798612)*

## *CHCX* Income Eligible Child Care

Contract Number 60002136005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 50 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 50 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 50 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 26 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 26 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 26 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:** 1.6a and 1.6b questionnaires are returned to OCCS and not seen by the provider

1.4a and 1.4b - information about subsidized childcare is provided to all parents who inquire about our program

Contract Number 62202046006

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 3 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 3 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 3 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 33 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 33 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 33 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 10 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 10 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** 1.10 and 1.11 we do not see the results of the satisfaction questionnaire

1.8 and 1.9 There have only been 2 quarterly meetings this year 9/26/01 and 12/6/01

# *Vinfen Corporation (042632219)*

## *2201a* Evaluation

Contract Number 20072004243

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 0 | 0 |
| 2.1 | Number of people served measured by unduplicated count | 0 | 0 |

**Contractor Comments:** MRC buys slots from a program that receives primary funding from DMR. The program maintains data and reports to DMR under MMARS code 3168.

## *2201b* Work Adjustment Training

Contract Number 20072004243

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 0 | 0 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 0 | 0 |
| 2.1 | Number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 0 | 0 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:** MRC buys slots from a program that receives primary funding from DMR. The program maintains data and reports to DMR under MMARS code 3168.

## *2201c* Skills Training

Contract Number 20072004243

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop job skills, work behaviors and work habits in a specific vocational area through Skills Training that prepares for competitive employment in their community measured by the total number of individuals who successfully complete the ski | 0 | 0 |
| 1.2 | Total number of completed reports submitted within ten (10) working days of the completion of the Skills Training Program. | 0 | 0 |
| 2.1 | Total number of individuals served measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals will be placed in competitive jobs reflective of their skills training program measured by percentage (total number of individuals placed in competitive jobs reflective of their skills divided by total number of individuals trained) | 0 | 0 |
| 4.2 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:** MRC buys slots from a program that receives primary funding from DMR. The program maintains data and reports to DMR under MMARS code 3168.

## *2201d* Job Support Services

Contract Number 20072004243

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 0 | 0 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 0 | 0 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 0 | 0 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 0 |

**Contractor Comments:** MRC buys slots from a program that receives primary funding from DMR. The program maintains data and reports to DMR under MMARS code 3168.

## 2205 Employment Services

Contract Number 20072031096

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 1 | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 1 | 1 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 0 | 0 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 1 | 1 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 0 | 0 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 0 | 0 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 1 | 1 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 1 | 1 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 0 | 0 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

## 3015 Client and Community Empowerment

Contract Number 82102008077

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 0 | 0 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 0 | 0 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 0 | 0 |

**Contractor Comments:** The above Performance Measures do not match those negotiated for this specific contract.

## *3034* Community Support Clubhouse

Contract Number 63302006108

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers become clubhouse members measured by the total number of new referrals who become "active members" | 45 | 30 |
| 1.2 | Consumers are employed in transitional employment measured by the total number of clubhouse members who are employed in transitional employment during the contract year (unduplicated) | 29 | 30 |
| 1.3 | Consumers are employed in supported employment measured by the total number of clubhouse members employed in supported employment during the contract year (unduplicated) | 32 | 27 |
| 1.4 | Consumers are employed in independent employment measured by the total number of clubhouse members employed in independent employment during the contract year (unduplicated) | 21 | 18 |
| 2.1 | Clubhouse developed employment opportunities for members measured by total # of supported employment placements | 36 | 27 |

**Contractor Comments:** 1.1 was not met due to the fact that 62 referrals were received and 32/62 of the referrals did not following through with the placement or went to other programs.
1.3 and 2.1 refer to supported employment placements, and this benchmark was not met due to a loss of a number of supported employment placements over the course of the year. 1.4 was slightly under the benchmark this year, and this occurred due to the fact that members were placed in both supported or transitional employment placements rather than independent employment due to the need to address work readiness.

## *3037* Day Rehabilitation

Contract Number 43102004029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 0 | 0 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 0 | 0 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 0 | 0 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 0 | 0 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 0 | 0 |

**Contractor Comments:** DMH buys one slot in a DMR program, results for the entire program are reported under DMR MMARS code 3168

Contract Number 63302006116

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 5200 | 3787 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 85% | 0.86 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 100% | 1 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 15% | 0.21 |

| | | | |
|---|---|---|---|
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 10% | 0.13 |

**Contractor Comments:**

## *3049* Adult Residential Services

Contract Number 32102003174

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 0.33 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 30% | 0.5 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 10% | 0.03 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 100% | 1 |

**Contractor Comments:** 1.4 Low score is due to 2 admissions in May 2002, this increased the program capaicity to six beds.

Contract Number 33202003171

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 1 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 30% | 0.1 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 10% | 0.09 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 75% | 0.77 |

**Contractor Comments:**

Contract Number 33302003191

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.85 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 25 | 0.08 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 5 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80% | 0.8 |

**Contractor Comments:**

Contract Number 43402004100

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 45% | 0.71 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 23 | 6.85 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 15 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80% | 1 |

**Contractor Comments:**

Contract Number 53402005093

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 35% | 0.93 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 6.3 | 9.3 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 6.3 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 0.96 |

**Contractor Comments:**

Contract Number 53402005094

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 35% | 0.84 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 6.3 | 5.77 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 6.3 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 1 |

**Contractor Comments:**

Contract Number 53502005076

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 25% | 0.28 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 3.6 | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 3.6 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 1 |

**Contractor Comments:**

Contract Number 53502005123

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 25% | 0.4 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 2.9 | 0 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 2.9 | 0 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85% | 1 |

**Contractor Comments:**

Contract Number 63102006136

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 30% | 0.88 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 30 | 6.95 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 30 | 1.6 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80% | 0.97 |

**Contractor Comments:**

Contract Number 63302006129

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 75% | 0.81 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 28 | 7.7 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 28 | 2.5 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 82% | 0.88 |

**Contractor Comments:**

Contract Number 63302006130

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 80% | 0.82 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 28 | 6.4 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 28 | 0.5 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 82% | 0.89 |

**Contractor Comments:**

Contract Number 63402006142

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 60% | 0.69 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 20 | 5.75 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 20 | 0.04 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 82% | 0.96 |

**Contractor Comments:**

Contract Number 63502006124

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 70% | 0.65 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 20 | 4.6 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 15 | 1.3 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 80% | 0.91 |

**Contractor Comments:** 1.1 Clients are beginning to work on more difficult goals that are harder for them to achieve.

## *3059* Community Rehabilitation Support

Contract Number 33502003117

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 80% | 0.49 |

| | | | |
|---|---|---|---|
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.64 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 75% | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 100% | 1 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 22092 | 22549 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 18059 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 4490 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 0 | 0 |

**Contractor Comments:**

1.2 The program had 11 discharges, 7 planned and 4 were due to deaths.
2.1 Program served 68 unduplicated.
2.2a Goal represents the program capacity from the contract. Actual represent the total of 2.2b plus 2.2c.
2.2b-d there were no target goals stipulated in the contract.

Contract Number 53402005042

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 85% | 0.9 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 90% | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | TBD | 200 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | TBD | 5452.5 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | TBD | 4806 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | TBD | 0 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | TBD | 0 |

**Contractor Comments:**

Contract Number 53502005067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 85% | 1 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 1 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 90% | 1 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 125 | 130 |

| | | | |
|---|---|---|---|
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 50 | 7627 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 36 | 846 |
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 20 | 184 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 75 | 12 |

**Contractor Comments:**

Contract Number 63402006090

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients remain in the community measured by percentage (total number of clients, unduplicated count, who are not hospitalized divided by total number of clients, unduplicated count, with serious mental illness serv | 65% | 0.93 |
| 1.2 | Clients are discharged from the program in accordance with discharge plans measured by percentage (total number of planned discharges divided by total number of discharges | 90% | 0.93 |
| 1.3 | Clients are satisfied with program services measured by percentage (number of clients who report overall satisfaction with the program divided by total number of clients who participated in the satisfaction survey | 80% | 0.98 |
| 2.1 | Program enrollment measured by unduplicated count of individuals who received community rehabilitative support services | 130 | 128 |
| 2.2a | Service utilization measured by total number of "Case Coordination" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 20151 | 20195 |
| 2.2b | Service utilization measured by total number of "General Support and Rehab" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 12603 | 17820 |

| | | | |
|---|---|---|---|
| 2.2c | Service utilization measured by total number of "Assistance with Medication" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2156 | 1080 |
| 2.2d | Service utilization measured by total number of "Engaging Clients who are Resistant to Treatment" contacts (one contact is either a face to face contact with a client or an activity performed on behalf of the client regardless of time interval) provided | 2268 | 785 |

**Contractor Comments:** 2.2c-d goals were overstated as they did not need the support needs of the clients served.

## *3146* CHMC-Continuing Care (Non-Inpatient)

Contract Number 53602005073

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists that are board certified divided by total number of psychiatrists) | 100% | 1 |
| 1.2 | Service provision is appropriately documented by clinicians measured by percentage (number of clinicians who meet all established documentation standards divided by total number of program clinicians) | 0 | 0 |

**Contractor Comments:** 1.2 was not specified on the 2002 Attachment 2.

Contract Number 63302006111

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Psychiatrists are board certified measured by percentage (number of psychiatrists that are board certified divided by total number of psychiatrists) | 100% | 1 |
| 1.2 | Service provision is appropriately documented by clinicians measured by percentage (number of clinicians who meet all established documentation standards divided by total number of program clinicians) | 0 | 0 |

**Contractor Comments:** 1.2 was not specified on the 2002 Attachment 2.

## *3153* Residential Supports

Contract Number 23502350353

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26002600301A

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26002600301B

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26002600301C

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.75 |

**Contractor Comments:** 1.3 Due to staffing vacancies we were not always able to meet this goal. We have implemented a vacancy coverage plan to ensure documentation is submitted within the appropriate timelines.

Contract Number 26102610301

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26802680391

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number 26902690312

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 25202520314

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 1 |

**Contractor Comments:**

Contract Number 26502650305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 1 |

**Contractor Comments:**

Contract Number 26502650306A

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 0.7 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 0.7 |

**Contractor Comments:**

Contract Number 26502650306B

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 1 |

**Contractor Comments:**

Contract Number 26502650355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:**

Contract Number 26902690416A

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 50% | 1 |

**Contractor Comments:** Contract has 2 lines the above goals and performance are for line 1 which supports 32.5 slots.

Contract Number 26902690416B

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:** Contract has 2 lines the above goals and performance are for line 2 which supports 1 slot.

Contract Number 26902690417

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 0 | 0 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26502650303A

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

Contract Number 26502650303B

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |

**Contractor Comments:**

Contract Number 26502650354

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 12% | 0.12 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 67% | 0.53 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 21% | 0.35 |

**Contractor Comments:** 1.3 Having consumers fitting 2 categories and reporting their predominate form of employment resulted in a lower performance.

## *3177* Individual Support

Contract Number 26502650302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *3416* HIV/AIDS Support Housing

Contract Number 49292802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 0.86 |

| | | | |
|---|---|---|---|
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.86 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:** 1.3 for 2002 read "Program supports resident's housing stability measured by the percentage of residents maintaining stable tenancies for twelve months." It is against this measure we're reporting.

Contract Number 49292802024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 0.75 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 0.7 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 0.75 |

**Contractor Comments:** 1.3 for 2002 read "Program supports resident's housing stability measured by the percentage of residents maintaining stable tenancies for twelve months." It is against this measure we're reporting.

Contract Number 49292DLW051

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 1 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:** 1.3 for 2002 read "Program supports resident's housing stability measured by the percentage of residents maintaining stable tenancies for twelve months." It is against this measure we're reporting.

# VOCATIONAL ADJUSTMENT CENTER, INC. (141628984)

## 2201a Evaluation

Contract Number 20072004216

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 40 | 35 |
| 2.1 | Number of people served measured by unduplicated count | 40 | 40 |

**Contractor Comments:**

## 2205 Employment Services

Contract Number 20072031076

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 0.95 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 0.95 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 0.95 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 2 | 6 |
| 2.1 | Number of individuals served (unduplicated count) | 65 | 65 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 50 | 50 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 2 | 6 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100% | 0.95 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100% | 0.95 |

| | | | |
|---|---|---|---|
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 80% | 0.82 |
| 4.4 | Number of individuals that are referred out for placement services | 3 | 3 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 26402640352

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 100% | 1 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 52% | 0.52 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 75% | 0.75 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 25% | 0.25 |

**Contractor Comments:**

# *Volunteers of America of Massachusetts, Inc. (046004304)*

## *2500* Secure Treatment

Contract Number 94082000001

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Juveniles are provided a safe and secure environment as measured by the percentage of escapes (total number of youths who escape while in the program divided by the total number of youths admitted to the program) | 0% | 0 |
| 1.2 | Juveniles complete the program as measured by the percentage of participants who complete the program | 100% | 1 |

**Contractor Comments:** Our DYS Contract Specifies that program #6 is actually a "2502 Assessment Program". However, our Federal Funds letter specifies that contract #94082000001 is a "2500 Secure Treatment Program". Data for Program #6 is entered under "2500 Secure Treatment" in order to allow filing of our UFR for 2002. Once filed, VOA will re-enter the D-1 database and re-enter proper data for contract #94082000001, program #6 under code "250 Assessment Program".

## *3386* Residential Treatment and Rehabilitation

Contract Number 23042802032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 100 |
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 100 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 100 |
| 1.2 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 100 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 50 |
| 2.1 | Percentage of minority/non-white clients receiving residential services (based on MIS admission form) | Actual | 50 |
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 10 |

| | | | |
|---|---|---|---|
| 2.2 | Percentage of clients whose language “most often used” is other than English (based on MIS Admission form) | Actual | 10 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 10 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 10 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 10 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 10 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 50 |
| 2.5 | Percentage of injection drug users receiving residential services (based on MIS admission form) | Actual | 50 |

**Contractor Comments:**

## *3470* Youth Residential Services

Contract Number 23202037012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Increase the number of clients who complete the program measured by the percentage who complete the program | Actual | 70 |
| 1.2 | Promote youth engagement in positive peer network, activities and positive relationships with adults measured by the number of youths engaged in community prevention programs | Actual | 50 |
| 1.3 | Participating youths are appropriate for services measured by the number of clients screened prior to receiving services | Actual | 78 |
| 2.1 | Increase in minority/non-white youth admitted to residential treatment measured by the percentage of minority/non-white youths receiving residential services | actual | 50 |
| 2.2 | Youth and their families are linked with appropriate resources measured by the percentage of clients who receive referrals to other social/health services | Actual | 100 |

**Contractor Comments:**

## *RESGa* Bridge Home

Contract Number 09950217346

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 100 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 100 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 100 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 20 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 80 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 0 |
| 2.2 | Number of hours of training received by each staff. | actual | 20 |

**Contractor Comments:**

# *Walker Home and School, Inc. (042171186)*

## *3079* Child/Adolescent Residential Services

Contract Number 05

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 1/1 | 100 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 0/0 | 0 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 1/1 | 100 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 1/1 | 100 |

**Contractor Comments:**

# Walnut Street Center, Inc. (042513725)

## 3153 Residential Supports

Contract Number 26102610340

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:** 1.2 Only few families that we sent surveys didn't respond to it.

## 3163 Community Based Day Supports

Contract Number 26102610368

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 95 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100 | 95 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 80 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100 | 80 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100 | 100 |

**Contractor Comments:** 1.1 despite offering activities consistent with goals, individuals at times refuse to participate.
1.2 Some individuals require more therapy services than are provided for their insurance plans.

## *3168* Employment Services

Contract Number 26102610369

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 17 | 32 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 68 | 56 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 15 | 12 |

**Contractor Comments:** 1.1, 1.3 & 1.6 - All employment areas are affectd by events of 9/11, 1.e. Employers not filling empty positions. Individuals and their family members expressing concerns about off-site work and the economy is extremely slow.

## *3176* Family Support

Contract Number 26102610357

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1a | Families are offered the opportunity to participate in family directed organizational activities measured by the percentage offered (# offered divided by the # in program) | 100 | 100 |

| | | | |
|---|---|---|---|
| 1.1b | Of those families offered opportunities, the percentage (# involved divided by the # offered opportunity) involved in family directed organizational activities such as family council, family leadership training and/or advisory boards. | 20 | 20 |
| 1.2 | Families avail themselves of flexible service options measured by percentage (# of families that avail themselves divided by # in the program) | 50 | 50 |
| 1.3 | Families take advantage of inclusive community based activities measured by percentage (# or families that take advantage of inclusive activities divided by # in the program) | 50 | 50 |
| 1.4a | Family support agencies review on a semi-annual basis the number of individuals under age 22 served during the year and the number of individuals who sought and received out of home placement as measured by the percentage of individuals reviewed | 100% | 1 |
| 1.4b | Individuals who receive family support services remain in their homes and community as measured by the percentage decreas from FY 01 to FY 02 in the number of families whose children under age 22 are placed out of home | 100 | 100 |
| 1.5 | Families are surveyed to determine satisfaction/dissatisfaction with family support services measured by percentage of families offered the opportunity to express their satisfaction/dissatisfaction (# of families offered the opportunity divided by # of ) | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 26102610320

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

## *Waltham Committee, Inc. dba WCI (237427897)*

*2143* Residential/Day (3 providers only)

Contract Number SCMCB41002123098

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number SCMCB41002123099

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:** One Individual supported under this contract

Contract Number SCMCB41002123100

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number SCMCB41002123101

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 1 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

## *3153* Residential Supports

Contract Number SCDMR26102610303

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.4 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number SCDMR26102610366

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 80 | 100 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 80 | 100 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 30 | 42 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 30 | 42 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 25 | 100 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 25 | 100 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number SCDMR26102610355

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 45 | 38 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 20 | 37 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 35 | 25 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number SCDMR26102610306

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.4 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 0.4 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# WALTHAM DAY CARE CENTER, INC. (042514419)

## CHCX — Income Eligible Child Care

Contract Number 40000134042

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 7 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 7 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 7 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 7 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 7 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 7 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 7 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 7 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 7 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 41500044030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 7 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 7 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 7 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 26 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 26 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 26 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 7 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 7 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 7 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 7 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 7 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 7 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.5 |

**Contractor Comments:**

# *Wayside Youth & Family Support Network, Inc. (042630450)*

## *3049* Adult Residential Services

Contract Number MSADMHMM3A

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet PSTP objectives measured by the number of clients who achieve 75% of their objectives towards their PSTP goals divided by the total number of clients | 85 | 90 |
| 1.2 | Clients experience a reduction in the rate of psychiatric hospitalizations measured by the number of days program clients are hospitalized in psychiatric facilities divided by the total number of clients | 75 | 67 |
| 1.3 | Clients experience a reduction in the rate of hospitalizations in substance abuse facilities measured by the number of days program clinets are hospitalized in substance abuse facilities divided by the total number of clients. | 75 | 86 |
| 1.4 | Program measures client satisfaction by the number of clients who reprot satisfaction with the program divided by the number of clients who participated in the satisfaction survey | 85 | 75 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number 42102004011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 0 | 0 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 85% | 0.86 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 92% | 1 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 1200 | 2348 |

| | | | |
|---|---|---|---|
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 1200 | 2348 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 50 | 104 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 50 | 86 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 12 | 280 |

**Contractor Comments:**

Contract Number 42102004012

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 0 | 0 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 86% | 1 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 89% | 0.95 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 0 | 0 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 0 | 0 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 15 | 15 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 0 | 0 |

**Contractor Comments:**

## 3066 Individual & Family Flexible Support Srvs

Contract Number 43102004031

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 0.94 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 0.96 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 72% | 0.69 |

**Contractor Comments:** Contract was well-utilized by DMH families. Saw more unduplicated families this year than last year.

Contract Number 43202004045

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Youth are able to be sustained in a family setting measured by percentage (number of youth who, on discharge are living in a family setting divided by the total number of youth discharged) | 85% | 0.82 |
| 1.2 | Parents/guardians report increased competence in managing their child's illness and related behaviors measured by percentage (number of families completing satisfactions surveys who report increased competence in managing their child's illness and relate | 85% | 1 |
| 2.1 | Utilization of Individual and Family Flexible Support Services measured by unduplicated number of families served by the end of the reporting period | 72% | 0.55 |

**Contractor Comments:** Families received extensions of services that reduced unduplicated count. Contract was fully utilized throughout the year.

## 3068 Day Services (children & adolescents)

Contract Number 43102004030

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 85% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 85% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 85% | 1 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 85% | 1 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 85% | 1 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 75% | 0.8 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 75% | 0.8 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 0 | 8 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 0 | 8 |

**Contractor Comments:**

Contract Number 43202004046

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and returned by clients/families | 85% | 1 |
| 1.1a | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and return | 85% | 1 |
| 1.1b | Families and clients are satisfied with services measured by percentage (number of families and clients who report overall satisfaction with the program divided by total number of satisfaction surveys completed and r | 85% | 1 |
| 1.2 | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by total number of clients discharged | 85% | 1 |
| 1.2a | Clients increase their level of functioning within a family measured by percentage (number of families who, at the time of discharge, report improvement in their child's level of functioning within the family divided by | 85% | 1 |
| 1.2b | measured by percentage (number of families who, at the time of discharge, report improvement in their childs level of functioning within the family divided by total number of clients discharged from the program in the second (2nd)) two quarters | 85% | 1 |
| 1.3a | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients discharged | 85% | 0.82 |
| 1.3b | Clients who can participate in childhood activities without day services supports measured by percentage (number of clients who are discharged from the program to less intensive interventions or programs divided by total number of clients di | 85% | 0.8 |
| 2.1a | Program enrollment measured by unduplicated count of clients served during the contract year | 0 | 22 |
| 2.2 | Program enrollment measured by average daily census reported on a monthly basis | 0 | 5 |

**Contractor Comments:**

## *3079* Child/Adolescent Residential Services

Contract Number MSADMHMM3A

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Clients meet their PSTP objectives measured by the number of clients who meet one or more PSTP objectives divided by the number of clients served. | 85% | 0.9 |
| 1.2 | Clients are discharged from the program in accordance with discharge plan measured by the number of clients discharged from the program having met criteria for discharge as identified in their PSTP divided by the total number of discharged clients. | 75% | 0.67 |
| 1.3 | Clients are better able to manage their mental health problems measured by the percentage of clients who report they are better able to manage their mental health problems. | 75% | 0.86 |
| 1.4 | Families or Legal Authorized Representatives believe that their child is better able to manage their mental health problems measured by the percentage of families who report that their child is better able to manage their mental health problems. | 85% | 0.75 |

**Contractor Comments:**

## *3315* 1st Offender Driver Alcohol Education

Contract Number 29092087999-040

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete the 16 week program | actual | 0.889 |
| 2.1 | In the quarterly report, percentage of referrals to aftercare services, aggregated annually | actual | 0.134 |

**Contractor Comments:**

## *3317* Early Intervention

Contract Number 36012005196

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.96 |
| 2.1 | Needs of enrolled children are addressed in a timely manner measured by the percentage of enrolled children with signed IFSPs within 45 days of referral | 100% | 0.96 |
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |

| | | | |
|---|---|---|---|
| 2.2 | Services are provided in natural settings measured by percentage of services provided in natural, non-segregated environments | 50% | 1 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.98 |
| 2.3 | Transition in “next step” services is enhanced through collaboration and communication measured by percentage of children over 2½ with written transition plan developed with family | 75% | 0.98 |

**Contractor Comments:**

## *3361* Sexual Assault Prevention and Survivor Services

Contract Number 34012802010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

## *3385* Ambulatory Substance Abuse Treatment Services

Contract Number 23012802041

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who complete treatment at discharge (based on MIS discharge form) | Actual | 0.364 |
| 1.2 | Percentage of clients who report no alcohol use at discharge (based on MIS discharge form) | Actual | 0.517 |

| | | | |
|---|---|---|---|
| 1.3 | Percentage of clients who report no drug use at discharge (based on MIS discharge form) | actual | 0.522 |
| 1.4 | Percentage of clients who report overall program goals as “achieved” (on MIS discharge form) | Actual | 0.591 |
| 2.1 | Percentage of non-white clients receiving ambulatory services (based on MIS admission form) | Actual | 0.115 |
| 2.2 | Percentage of clients whose language "most often used" is other than English (based on MIS admission form) | actual | 0 |
| 2.3 | Percentage of clients who live in shelters/missions or on the street (based on MIS admission form) | Actual | 0 |
| 2.4 | Percentage of clients with prior mental health treatment (based on MIS admission form) | Actual | 0.292 |
| 2.5 | Percentage of injection drug users receiving ambulatory services (based on MIS admission form) | actual | 0.071 |
| 2.6 | Percentage of clients who receive compulsive gambling treatment (based on annual report) | Actual | 0 |

**Contractor Comments:**

2.2: we do not have these numbers.
2.6: we do not have these numbers.

Misdata reflects period from 7/1/01 - 6/30/02.

## *3414* Youth Programs

Contract Number 23212802023

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 0.05 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 0.012 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 276 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29090087999-049

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 0 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 742 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 592 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 373 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

Contract Number 29252087010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | 0 | 63 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | 0 | 373 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | 0 | 0 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | 0 | 0 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | 0 | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:**

## *3486* Batterer Intervention

Contract Number 34092161067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Batterer intervention services are provided to eligible court referred batterers on a timely basis measured by the number of court referred batterers enrolled in intake group within three weeks of initial contact with the program | Actual | 1.04 |
| 1.2 | Batterer intervention services are effectively coordinated with criminal justice, law enforcement and victims' services measured by percentage participation in quarterly community roundtable and task force meetings on domestic violen | 75% | 0.9 |
| 2.1 | Increased utilization of batterer intervention services for perpetrators of domestic violence by courts measured by the number of perpetrators receiving services annually | Actual | 0.05 |
| 2.2 | Increase the number of referrals to victim's services by certified batterer intervention services measured by the annual number of referrals | Actual | 55 |
| 2.3 | Expansion of current services for victims and perpetrators for whom English is a second language measured by the number of batterer intervention groups offered in languages other than English | Actual | 2 |

**Contractor Comments:** 2.2: Offered 55 women access to victim services consultation and offered a group. The remaining women were referred to Voices Against Violence. Have Victim Services in Milford.

2.3: Have groups in Spanish and Portuguese.

## *7408* Counseling/Education

Contract Number 20151Metro02

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Acquisition and retention of information measured by the percentage showing increases in pre-test/post-test scores | 80% | 0 |
| 2.1 | Inmate satisfaction measured by the percentage indicating satisfaction on a post program satisfaction survey | 90% | 0.97 |
| 2.2 | Percentage of aftercare plans developed measured by total number of participants preparing for release/transfer divided by total number of aftercare plans | Actual | 0 |
| 2.3 | Percentage of program groups run at 100% utilization measured by attendance records | Actual | 90 |
| 3.1 | Percentage of records audited that meet specifications defined in the contract | 90% | 1 |

| | | | |
|---|---|---|---|
| 3.2 | Percentage of staff vacancies filled within 30 days (number of vacancies filled within 30 days divided by number of vacancies) | 100% | 0 |
| 3.3 | Percentage of inmate records maintained according to specifications defined in the contract (total number of completed records divided by total number of program participants) | Actual | 1 |

**Contractor Comments:** 2.2: Our new contract with MCI Framingham provides short-term psych ed groups. Formal aftercare plans are no longer required by MCI Framingham.

3.2: There have been no staff vacancies.

# *Webster Square Day Care Center, Inc. (042449880)*

*CHCX* Income Eligible Child Care

Contract Number 20002132018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 65 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 65 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 65 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 166 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 166 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 166 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 76 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 76 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 76 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** 1.5 and 1.6: Of the 166 consumer questionnaires distributed, 76 were returned to the agency.

## *CHCY* Supportive Child Care

Contract Number 20702042018

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 54 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 54 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 54 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 28 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 28 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 28 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.05 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.05 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 8.05 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 92 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 92 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 92 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 92 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 92 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 92 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** 1.8: All scheduled meetings were attended by staff of this agency.

1.10: Questionnaires were distributed semi-annually to all parents participating in supportive service child care, but only 28 were returned.

# Wellspring House Inc. (042735048)

## 2901a Family Shelters

Contract Number SCWEL509210052F

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 9 | 13 |
| 2.1 | Families are placed into permanent housing each month measured by the annual total number of placements reported on the Placement Data Report | 9 | 13 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 6104 | 6104 |
| 2.2 | Provide up to three meals (3) per day per family measured by the actual number of meals served | 6104 | 6104 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.93 |
| 2.3 | Maintain a minimum occupancy of 90%(contingent upon receiving sufficient referrals from the Department) measured by average annual occupancy | 90% | 0.93 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 0 |
| 2.4 | Develop and maintain a Family Life Advocacy Plan for each family | 100% | 0 |

**Contractor Comments:**

2.1 Wellspring House no longer uses placement reports
but submits monthly shelter logs instead.

2.2 Wellspring House provides three meals a day for the 3 families at the Essex Ave location, the other families use their food stamps and cook in their units. Total meals served 6104. Breakfast 2650, lunch 1333, and dinner 2121.

2.3 Wellspring House has had 6 families and one
family in common room with the exception of May 15th - June 1st, 2002 due to the fire at Washington St.

2.4 The Family Life Advocacy Plan has been changed by the DTA to self sufficiency plans that are driven by the DTA and we lend support to them when they send one with a family, which DTA have not done with Wellspring House as yet.

# *West End Day Nursery of New Bedford, Inc. (042167470)*

*CHCX* Income Eligible Child Care

Contract Number 50009135032

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 4 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 13 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 13 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 13 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 13 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

*CHCY* Supportive Child Care

Contract Number 52000045029

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 12 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 4 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 4 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 4 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 4 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# West Suburban Elder Services (042616064)

## 8006 Home Care Purchase-of-Service

Contract Number 03641206026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 100 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | 1197 | 1197 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1197 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 0 | 34 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 3 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | 105% | 0 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.57 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.92 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.94 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8009* Elder at Risk

Contract Number SCELD03642233227

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Elder At Risk clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required montly visits divided by total # of cases | Actual | 100 |
| 2.1 | % of EAR intakes designated as "routine" that receiv a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 92 |
| 2.2 | % of cases screened as "routine" in which the assessment was initiated, face to face contact, within 5 days of receipt of the reprot (# of intakes screened as routine where face to face contact was initiated within 5 days of receipt of the reprot divided | Actual | 93 |
| 2.3 | % of assessments completed within 30 days of receipt of reprot (# of assessments completed within 30 days of receipt of reprot divided by total # of assessments completed) | Actual | 84 |
| 2.4 | EAR staff provide a minimum of 15 trainings annually to community persons and organizations measured by actual number | 15/yr | 15 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03641206026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 100 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 1197 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1197 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.93 |
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 34 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 3 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | 105% | 0 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0.57 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.92 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 0.94 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03641517043

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.8 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 8 |
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:**

## *8025* Coordination of Care

Contract Number SCELD03641225026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | 0 | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | 0 | 0 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 142 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 0 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 3.4 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0.16 |
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 6 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 24.5 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 20.4 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 0 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 0.94 |

**Contractor Comments:**

## *8042* Protective Services Care Management

Contract Number 03641206026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers who become Protective Services clients (open cases) are evaluated in a timely manner (at least monthly) consistent with standards measured by percentage (total # of open cases that received all required monthly visits divided by total # ) | Actual | 100 |
| 2.1 | % of cases screened as "routine" in which the investigation was initiated, face to face contact, within 5 days of receipt of the report (# of intakes screened as routine in which the investigation was initiated (face to face contact) within 5 days of | Actual | 97 |
| 2.1 | % of intakes designed as "routine" that receive a complete screening within 48 hours of reprot receipt (total # of "routine" intakes screened within 48 hours divided by the total # of "routine" intakes) | Actual | 97 |
| 2.2 | | Actual | 97 |
| 2.3 | % of investigations completed within 30 days of receipt of the report (# of investigations completed within 30 days of receipt of the report divided by total # of investigations completed during the fiscal year) | Actual | 89 |
| 2.4 | Protective Services staff provide a minimum of 15 trainings annually to community persons and organizations | 15/yr | 15 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03641206026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 95 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 2 |

| | | | |
|---|---|---|---|
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 39 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.8 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:**

## *8044* ECOP (Enhanced Community Options)

Contract Number SCELD03641ECO026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 94 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 4 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 60 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 90 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 0 |

| | | | |
|---|---|---|---|
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.98 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:**

# *Western Massachusetts Training Consortium, Inc., (237450656)*

## *3015* Client and Community Empowerment

Contract Number 1210101154

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 100 | 89 |
| 1.1 | Clients meet their goals measured by percentage (number of clients who meet one or more self-identified objectives divided by the number of clients served) | 100 | 89 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 100 | 69 |
| 1.2 | Program measures client satisfaction by percentage (number of clients who report being satisfied with program divided by number of clients who participate in satisfaction survey) | 100 | 69 |

**Contractor Comments:**

## *3065* Community and School Support

Contract Number 12101001026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Professionals who are recipients of technical assistance or support show increased understanding and ability to deal with children's mental health issues measured by percentage (number of recipients of technical assistance completing 3 month evaluation s | 70 | 72 |
| 1.2 | Parent Coordinator and CAP contracts only: Families are better able to cope with their child's mental health needs measured by percentage (number of families completing evaluation surveys who report an improved relationship with their child as a result o | 70 | 80 |
| 1.3 | Parent Coordinator and CAP contracts only: Families with children who have mental health problems feel less isolated measured by percentage (number of families completing evaluation surveys who report feeling less isolated as a result of activities of th | 95 | 85 |
| 2.1 | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 5000 | 5800 |

| | | | |
|---|---|---|---|
| 2.1a | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of telephone support contacts. | 5000 | 5800 |
| 2.1b | Parent Coordinator and CAP contracts only: Family Support Utilization measured by the total number of individual (unduplicated count) attending support groups | 225 | 315 |
| 2.2 | Technical assistance and support utilization measured by total number of individuals attending professional activities | 225 | 315 |
| 2.3 | Services to schools and community agencies measured by total number of schools and community agencies served (unduplicated count) | 262 | 1429 |

**Contractor Comments:** 2.1 a. Given .75 FTE's and large geographic areas where services are provided, we are pleased with the amount of service provided. Without increasing FTE's I do not feel we can increase this number.
b. There are consistent participants in group. It is unrealistic given the size of a group that we would be much greater than this. WE currently run 10 groups per month with approcimately 6-7 people attending regularly.
2.5 Unduplicated count of

## *3153* Residential Supports

Contract Number 21502150388

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.95 |

**Contractor Comments:**

## *3163* Community Based Day Supports

Contract Number 21102110378

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## *3177* Individual Support

Contract Number 2100210326

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 1 | Provider to participate in evaluations conducted by the Office of Quality Management and use evaluation results to improve the supports provided to involved individuals. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 2 | Assessment and support plans will be developed, submitted on a timely basis per DMR regulation and maintained by the provided for each person. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |
| 3 | Supports will be provided according to each individual's support plan. | 100% | 1 |

| | | | |
|---|---|---|---|
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |
| 4 | Individuals and their involved families wil be invited to participate in an annual satisfaction survey/process conducted by the provider agency. A summary of the results will be completed by the provider agency and forwarded to the area office. | 100% | 1 |

**Contractor Comments:**

# WestMass ElderCare, Inc. (042545848)

## 8006 Home Care Purchase-of-Service

Contract Number 03642206013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder Consumers requiring assistance with Activities of Daily Living are able to remain in the community measured by the percentage that remain in the community (total number of HC clients receiving purchased services {every client except CM only} during FY 02 minus the total numbe of closed clients who received said services divided by total number of HC clients receiving purchased services during FY02 | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement caring for the needs of elderly consumers measured by the percentage of caregivers responding favorably on Client Satisfaction Survey regarding Respite Care | actual | 0.99 |
| 2.1 | Annual monthly average number of intakes completed for the Home Care program measured by the total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 105 |
| 2.2 | Annual monthly average number of Home Care clients served measured by the total number of Home Care clients served in FY 02 divided by 12 (months) | actual | 1034 |
| 2.3 | Unmet ADL/IADL needs for new clients are reduced subsequent to receiving Home Care services measured by percentage annual average number of unmet needs for new clients at the time of initial assessment divided by tannual average number of unmet needs for the same number of clients after reassessment. | 90% | 0.87 |
| 2.4 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 (months) | actual | 0.92 |
| 2.5 | Monthly average number of clients enrolled in the 2176 Waiver Program measured by the total number of 2176 MA Waiver clients served in FY 02 divided by 12 (months) | actual | 142 |
| 2.6 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |
| 3.1 | Percentage of eligible cost sharing co-payments from eligible clients | 90% | 0.98 |

| | | | |
|---|---|---|---|
| 4.1 | Consumers are satisfied with Home Care Purchased Services measured by % (total # of HC Program consumers responding to client satisfaction survey(s) who rated their services as positive/affirmative or satisfactory divided by total # of HC Program consumers responding to the client satisfaction survey) | 90% | 0.99 |
| 4.2 | % of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by annual total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8014* Home Care Case Management

Contract Number 03642206013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with Activities of Daily Living (ADLs) have information, opportunities, choices and assistance in accessing services to assist them in remaining in the community measured by percentage (total number of HC clients receiving case management services during FY 02 minus the total of all closed HC cases divided by total number of HC clients receiving CM services during the FY) | actual | 0.96 |
| 1.2 | Caregivers and family members are supported and encouraged to continue their involvement in caring for the needs of elder consumers measured by percentage of caregivers responding favorably on Client Satisfaction Survey(s) regarding Respite Care services | actual | 0.99 |
| 2.1 | Monthly average number of intakes completed for the Home Care Program measured by total number of Home Care intakes conducted during FY 02 divided by 12 months | actual | 105 |
| 2.2 | Monthly average number of clients receiving case management services measured by total number of Home Care clients receiving both case management and purchased services during FY 02 divided by 12 months | actual | 1034 |
| 2.3 | Number of unmet ADL/ADL needs for new clients is reduced subsequent to receiving case management services measured by percentage (annual average number of unmet needs for new clients at the time of initial assessment divided by annual average number of unmet needs for the same number of clients after reassessment | 90 % | 0.87 |

| | | | |
|---|---|---|---|
| 2.4 | Monthly average number of clients served by the Home Care Program, i.e. provided case management services measured by total number of Home Care clients receiving case management services during FY 02 divided by 12 months | actual | 1037 |
| 2.5 | Monthly average number of CICLE linkages achieved measured by the total number of actual CICLE linkages for FY 02 divided by 12 months | actual | 0.92 |
| 2.6 | Monthly minimum number of clients enrolled in the 2176 Waiver Program measured by total number of 2176 MA Waiver clients served in FY 02 divided by 12 months. Average not to be lower that contract specific goal. | actual | 142 |
| 2.7 | Annual number of nursing home elders discharged through ASAP intervention measured by percentage (total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |
| 3.1 | Percentage of collection of eligible cost-sharing co-payments from eligible clients | 90% | 0.98 |
| 4.1 | Consumers are satisfied with Case Management Services measured by percentage (total number of HC program consumers responding to a clients satisfaction survey(s) who rated their overall satisfaction with case management services as positive/affirmative or satisfactory divided by total number of HC program consumers responding to the client satisfaction survey(s) | 90% | 1 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total number of agency-specific HC Program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency-specific HC Program intakes reviewed during FY 02 Peer Review sessions | 90% | 1 |

**Contractor Comments:**

## *8017* Congregate Housing

Contract Number 03642517035

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Occupancy level measured by percentage (numerator: add together the number of occupied congregate units @ the end of each month. Divide by 12 months. denominator: total number of all congregate units, occupied and vacant) | 90% | 0.82 |
| 2.2 | Conduct a minimum of eight community presentations per year measured by the actual number of community presentations conducted by ASAP personnel during this FY | 8 | 16 |

| | | | |
|---|---|---|---|
| 4.1 | Achieve a “Satisfactory” rating or above on resident satisfaction surveys measured by percentage(numerator: # of Congregate tenants responding to a client satisfaction survey who rated their services as positive, affirmative or satisfactory. denominator: | 90% | 1 |

**Contractor Comments:** Ludlow congregates have shared baths, no kitchen in individual apts.

Holyoke - aging in place of original residents when house opened 7+ years ago resulting in several to nursing homes in recent months. Strong competition from subsidized assisted livings which provide more care.

## *8025* Coordination of Care

Contract Number 03642225013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Maximize the annual number of diversions of elders seeking nursing home placements back to the community measured by total annual number of Medicaid pre-admission and Medicaid post-approval diversions | actual | 12 |
| 1.2 | Maximize the annual number of nursing facility residents discharged to a community setting measured by total annual number of Nursing Home discharges (i.e. assist with placement of Medicaid nursing facility residents into community settings) | actual | 16 |
| 2.1 | Monthly average number of CoC clients screened measured by number tracked and reported by HOMIS | Actual | 108.5 |
| 2.10 | Annual number of nursing home elders discharged through ASAP intervention measured by the total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to ASAP | Actual | 16 |
| 2.2 | Monthly average number of CoC clients determined eligible for Adult Day Health (ADH) measured by the total number of CoC clients determined eligible for ADH during FY 02 divided by 12 (months) | Actual | 3 |
| 2.3 | Monthly average number of CoC clients determined eligible for Adult Foster Care (AFC) measured by the total number of CoC clients determined eligible for AFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.4 | Monthly average number of CoC clients determined eligible for Group Adult Foster Care (GAFC) measured by the total number of CoC clients determined eligible for GAFC during FY 02 divided by 12 (months) | Actual | 0 |
| 2.5 | Monthly average number of CoC clients determined eligible for Pre Pace measured by the total number of CoC clients determined eligible for Pre Pace during FY 02 divided by 12 (months) | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.6 | Monthly average number of CoC clients determined eligible for 2176 Home and Community Based Waiver measured by the total number of CoC clients determined eligible for 2176 Home and Community Based Waiver during FY 02 divided by 12 (months) | Actual | 14.6 |
| 2.7 | Monthly average number of CoC clients determined eligible for Personal Emergency Response Services (PERS) measured by the total number of CoC clients determined eligible for PERS during FY 02 divided by 12 (months) | Actual | 34 |
| 2.8 | Monthly average number of CoC clients determined eligible for Home Health (HH) services measured by the total number of CoC clients determined eligible for HH services during FY 02 divided by 12 (months) | Actual | 6 |
| 2.9 | Monthly average number of Home Health Initiative alternative service plans measured by the total number of Home Health Initiative alternative plans implemented for FY 02 divided by 12 (months) | Actual | 3 |
| 4.1 | Percentage of peer review records receiving an agreement rating measured by the annual total number of agency-specific CoC client records receiving an agreement rating during FY02 Peer Review sessions divided by annual total number of all agency-specific | 90% | 1 |

**Contractor Comments:**

## *8043* Managed Care/Housing

Contract Number 03642206013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers requiring assistance with ADLs are able to remain in the community measured by the total number of MCIH clients served during FY 02 minus the total number of closed MCIH Program clients for said FY divided by total number of MCIH clients | Actual | 0.97 |
| 2.1 | Monthly average number of intakes completed for the MCIH Program measured by total number of MCIH intakes conducted during FY 02 divided by 12 months | Actual | 1 |
| 2.2 | Monthly average number of clients enrolled in the MCIH program measured by the total number of MCIH program clients served during FY 02 divided by 12 months | Actual | 34 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving MCIH services as tracked and reported by HOMIS | 90% | 0.87 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Clients are satisfied with MCIH services measured by percentage (total number of MCIH program consumers responding to a client satisfaction survey who rated their overall satisfaction with MCIH services as positive, affirmative or satisfactory for FY02 | 90% | 0.99 |
| 4.2 | Percentage of peer reviewed records receiving an "agreement" rating measured by annual total # of agency-specific MCIH program intakes receiving an "agreement" rating during FY 02 Peer Review sessions divided by total number of all agency specific MCIH I | 90% | 1 |

**Contractor Comments:** 2.1 Intakes are assessed for State Home Care Program. If appropriate for Managed Care in Housing the client is transferred into that program.

## *8044* ECOP (Enhanced Community Options)

Contract Number 03642EC0013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Elder consumers at risk of nursing home placement and requiring assistance with ADLs are able to remain in the community measured by % (total # of ECOP clients served during FY 02 minus the total # of closed ECOP clients during said FY divided by total # | Actual | 0.94 |
| 2.1 | Monthly average number of intakes completed for the ECOP program measured by total number of ECOP Program intakes conducted during FY 02 divided by 12 months | Actual | 3.58 |
| 2.2 | Monthly average number of client served in the ECOP Program measured by the total number of ECOP Program clients served during FY 02 divided by 12 months | Actual | 51 |
| 2.3 | Number of unmet ADL/IADL needs for new clients is reduced subsequent to receiving ECOP services as tracked and reported to HOMIS | Actual | 0.87 |
| 2.4 | Annual number of nursing home elders discharged through ASAP intervention measured by total number of FY 02 nursing home discharges to the ASAP divided by total number of FY 01 nursing home discharges to the ASAP | 105% | 1 |
| 4.1 | Clients are satisfied with ECOP services measured by percentage (total number of ECOP program consumers responding to a client satisfaction survey (s) who rate their overall satisfaction with ECOP services as positive, affirmative or satisfactory divided | 90% | 0.99 |
| 4.2 | Percentage of Peer Reviewed records receiving an agreement rating measured by annual total number of agency-specific ECOP Program intakes receiving an agreement rating during FY 02 Peer Review sessions divided by annual total number of all agency-specifi | 90% | 1 |

**Contractor Comments:** 2.1 Intakes are assessed for State Home Care Program. If appropriate for Enhanced Community Options the client is transfered to that program.

## *westport associates, inc. (042707815)*

### *3153* Residential Supports

Contract Number 25502550305

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 0.01 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 0.01 |

**Contractor Comments:**

# *Whittier Street Health Center Committee, Inc. (042619517)*

## *3343* HIV/AIDS Prevention & Education

Contract Number 49352802026

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Unduplicated # of clients belonging to the priority population (s) who receive an education session or discuss HIV risk with an outreach worker or health educator | actual | 1278 |
| 2.2 | # of skills trainings or other education sessions provided to clients belonging to the priority population (s) | actual | 18 |
| 2.3 | # of educational materials and/or risk reduction devices distributed to clients belonging to the priority population (s) | actual | 7474 |

**Contractor Comments:**

## *3375* WIC Nutrition

Contract Number 35022802022

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.98 |
| 1.1 | Eligible persons receive WIC nutritional benefits measured by percentage of assigned caseload served by the end of the state fiscal year (unduplicated # of participants certified to WIC ( assigned caseload) | 98% | 0.98 |

**Contractor Comments:**

## *3416* HIV/AIDS Support Housing

Contract Number 49292802011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Available units/subsidies are utilized in a timely manner measured by the percentage of units/subsidies leased-up within 3 months of availability | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Program maintains high utilization rate measured by the percentage of units/subsidies leased up at all times | 75% | 1 |
| 1.3 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.4 | Program coordinates residents supportive services measured by percentage of residents who have ISPs established within one month of program entry | 100% | 1 |
| 1.5 | Program enhances/maintains residents quality of life measured by percentage of residents reporting that their quality of life has improved or been maintained as a result of living in the program | 75% | 1 |

**Contractor Comments:**

## *3430a* HIV/AIDS Client Services

Contract Number 49252802014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | People with HIV have improved access to critical health and social services and will be able to live independently, as appropriate, over the course of their illness measured by the number of increased units offered this year as compared to the previous y | Actual | 64 |
| 2.1 | Number of clients receiving services as defined by unduplicated count of clients served during the year | Actual | 64 |
| 3.1 | Cost per client measured by number of clients receiving HIV client services divided by total program cost | 64 | 309.62 |

**Contractor Comments:**

## *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143070

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0.18 |

| | | | |
|---|---|---|---|
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 7671 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 0 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:**

## *3461* Tobacco Control: Targeted Community Smoking Intervention Programs: Tobacco Treatment Services

Contract Number 29042087058

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of target priority population participating in program activities measured by the total number of brief interventions conducted | Actual | 0 |
| 1.2 | Number of target priority population participating in program activities measured by the total number of referrals to Tobacco Treatment Services | Actual | 144 |
| 1.3 | Number of target priority population participating in program activities measured by the total number of smokers receiving TobaccoTreatment Services | Actual | 42 |
| 1.4 | Number of target priority population participating in program activities measured by the total hours of individual counseling conducted | Actual | 845 |
| 1.5 | Number of target priority population participating in program activities measured by the number of group counseling hours conducted | Actual | 0 |
| 2.1 | Delivery of smoking cessation services to target priority population measured by documentation of service delivery as prescribed by the department (1 = yes, 2 = no) | 1 (yes) | 1 |

**Contractor Comments:** 5,082 is the number of the target population served through outreach.

## *3463* Men's Health Partnership

Contract Number 41142053027

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Men from priority populations are reached and educated measured by the percentage of men from priority populations served | Actual | 0 |
| 2.2 | Men are linked to screening and/or are screened measured by the number of unduplicated program eligible men linked to screening or screened | Actual | 0 |
| 2.3 | Men from priority populations are linked to screening and/or screened measured by the percentage of men linked to screening and/or screened from priority populations | Actual | 0 |

**Contractor Comments:**

## *3467* Refgee Health

Contract Number 51892083999-011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Services are provided according to DPH protocol measured by the percentage of clients served according to protocol | 95% | 0.95 |
| 2.1 | Refugee Health services are appropriately billed soley to DPH | 100% | 1 |
| 2.2 | Services are language and culture appropriate and responsive measured by the percentage of cases where documentation of a medical interpreter or bilingual staff are available | 100% | 1 |
| 3.1 | Percentage of cases where services are provided within 60 days of refugee entry into the United State | 90% | 0.9 |

**Contractor Comments:**

# *Woburn Council of Social Concern, Inc. (042494773)*

## *CHCX* Income Eligible Child Care

Contract Number 40000234015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 46 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 46 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 46 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 88 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 88 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 88 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 37 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 37 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 37 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:** Information listed is only for those questionaires returned by parents to Woburn Council of Social Concern, Inc. OCCS did not provide us with the results of any questionaires that parents may have sent them directly.

*CHCY* Supportive Child Care

Contract Number 41302044014

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 4 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 9 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 9 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 9 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 12 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 12 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 12 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 12 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 12 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 12 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 4 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** Information listed is only for those questionaires returned by parents to Woburn Council of Social Concern, Inc. OCCS did not provide us with the results of any questionaires that parents may have sent them directly.

Contract Number 41402044025

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 18 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 18 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 18 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 20 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 12 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 55 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 55 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 55 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 55 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 7 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 7 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 7 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:** Information listed is only for those questionaires returned by parents to Woburn Council of Social Concern, Inc. OCCS did not provide us with the results of any questionaires that parents may have sent them directly.

# *Womanshelter/Compañeras, Inc. (042716766)*

## *BWCPb* Battered Women and Children:Substance Abuse Shelter (McKinney ESG)

Contract Number 09950119163

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter beds occupied--give # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual number of days for the month | Actual | 4989 |
| 1.10 | Percentage of families receiving support services measured by number of families receiving support services (divided number of families in shelter) | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by actual number of children receiving children's services | Actual | 142 |
| 1.12 | Percentage of children receiving children's services measured by number of children receiving children's services divide number of children in shelter/safe home | 100% | 1 |
| 1.2 | Percentage of emergency shelter beds occupied measured by the number of bed days divided by capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 0.56 |
| 1.3 | Number of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away | Actual | 49 |
| 1.4 | Percentage of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away divided by # of families requesting shelter/safe home | Actual | 0.32 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 80 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by number of families in shelter | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 78 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter | 100% | 0.97 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 80 |

| | | | |
|---|---|---|---|
| 2.1 | Number of families reporting at time of exit that they were helped during their stay in the shelter measured by actual number of families reproting that they were helped during their stay in the shelter/safe home | Actual | 72 |
| 2.2 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter measured by number of families reproting they were helped divided by the number of families exiting shelter | Actual | 0.9 |
| 2.3 | Number of families who receive follow-up contact 3 months after leaving the shelter measured by the actual number of families contacted | Actual | 28 |
| 2.4 | Percentage of families who receive follow-up contact 3 months after leaving the shelter measured by number of families contacted ina given month (who left 3 months prior) divided by # of families who left the shelter during the entire month 3 months prio | Actual | 0.43 |
| 2.5 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 11 |
| 2.6 | Percentage of families who receive follow-up contact 6 months after leaving the shelter measured by number of families contacted in a given month (who left 6months prior) divided by # of families who left the shelter during the entire month 6 months prio | Actual | 0.31 |
| 3.1 | Number of families receiving community (non-residential) services measured by actual number of families receiving community services | Actual | 1097 |
| 3.2 | Percentage of families receiving community (non-residential) services measured by number of families receiving community services divided by the number of families seerved in both shelter and outside community | Actual | 0.93 |
| 3.3 | Number of trainings conducted measured by actual number of trainings conducted | Actual | 32 |
| 3.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by number of trainings requested divided by number of trainings actually conducted | Actual | 0.99 |
| 4.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 6 |
| 4.2 | Percentage of staff who speak multiple languages measured by number of staff who speak multiple languages divided by total number of staff | Actual | 0.31 |

**Contractor Comments:**

Contract Number SCDSS00010119229

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 4989 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 142 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 72 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0.9 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 28 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.43 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 11 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0.31 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 1097 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.56 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0.93 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 32 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0.99 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 6 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.31 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 49 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.32 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 80 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 78 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 0.97 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 80 |

**Contractor Comments:**

# *Women in Transition, Inc. (042661054)*

## *BWCPa* Battered Women & Children: Substance Abuse Shelter

Contract Number 00030219228

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 0 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 0 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 0 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 0 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 0 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 0 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 0 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 0 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 0 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 0 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 0 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 0 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | 0 | 0 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 0 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 0 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 0 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 0 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 0 |

**Contractor Comments:** This MMARS program code does not apply to Women In Transition (d/b/a Alternative House) We are not a substance abuse shelter.

Contract Number 00030219228

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 2593 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 110 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 108 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0.9 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 323 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.79 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0.73 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 166 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 0.8 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 5 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.23 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 126 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.36 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 120 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 120 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 120 |

**Contractor Comments:** 1.1 AND 1.2 are based upon head of household (women) served. Children are not included in these numbers since only women are assigned a client number and reported on the monthly SDR. The number of bed-nights incl children = 5,372 and capacity = 74%.

Statistics on follow up contact afte 3, 6 months are not available.

## *BWCSb* Battered Women & Children: Community Education & Training

Contract Number 00030219228

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of advertisements, public service announcements, brochures, flyers, newspaper articles developed measured by unduplicated count | Actual | 0 |
| 1.2 | Number of requests for information measured by unduplicated count | Actual | 0 |
| 1.3 | Number of requests for technical assistance measured by unduplicated count | Actual | 0 |
| 1.4 | Number of requests for public speaking engagements measured by unduplicated count | Actual | 0 |
| 1.5 | Number of inter-agency forums attended | Actual | 0 |
| 3.1 | Cost per training measured by total program cost divided by number of trainings | Actual | 0 |
| 4.1 | Percentage of increase in awareness of domestic violence issues, familiarity with local resources measured by percentage change in scores from pre and post tests administered during training sessions | Actual | 0 |

**Contractor Comments:** The data required on this MMARS code has never been requested of this agenc, and therefore data has not been collected. If this is going to be a requirement going forward, please let me know so that I can prepare a system for gathering this type of data.

# *Women's Crisis Center of Greater Newburyport, Inc. (222474823)*

## *BWCPa* Battered Women & Children: Substance Abuse Shelter

Contract Number 09950219284

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of beds occupied - give # in bed days (bed days = actual number of beds occupied each day of th emonth totaled) measured by the actual number of bed days for the month | Actual | 556 |
| 1.2 | Percentage of beds occupied measured by the number of bed days for the month divided by capacity for the month(capacity = actual number of beds times number of days in the month) | 100% | 0.44 |
| 1.3 | Number of families requesting admittance to Program who are turned away due to lack of space measured by the actual number of families turned away due to lack of space | Actual | 94 |
| 1.4 | Percentage of families requesting admittance to Program who are turned away due to lack of space measured by actual # of families turned away due to lack of space divided by total # of families requesting admittance to the program | Actual | 32 |
| 2.1 | Number of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay | Actual | 8 |
| 2.2 | Percentage of substance abusing battered women achieving and sustaining sobriety for length of stay measured by actual number of substance abusing battered women achieving and sustaining sobriety for length of stay divided by total # of women participati | Actual | 100 |
| 2.3 | Number of substance abusing battered women who are safe for length of stay measured by the actual number of substance abusing battered women who are safe for length of stay | Actual | 8 |
| 2.4 | Percentage of substance abusing battered women who are safe for length of stay measured by number of substance abusing battered women who are safe for length of stay divided by total number of women participating in the program | Actual | 100 |
| 2.5 | Number of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay | Actual | 0 |
| 2.6 | Percentage of mothers who attended parenting classes during the length of their stay measured by the actual number of mothers who attended classes during the length of their stay divided by total number of mothers participating in the program | Actual | 0 |

| | | | |
|---|---|---|---|
| 3.1 | Number of children who are safe for length of stay measure by the actual number of children who are safe for length of stay | Actual | 40 |
| 3.2 | Percentage of children who are safe for length of stay measure by the actual number of children who are safe for length of stay divided by total number of children participating in the program | Actual | 100 |
| 3.3 | Number of women sho receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay | Actual | 51 |
| 3.4 | Percentage of women who receive individual or group support during their stay measured by the actual number of women who receive individual or group support during their stay divided by total number of women participating in the program | 100% | 1 |
| 4.1 | Number of mothers who entered program without physical custody of their children measured by the actual number of mothers who entered the program without physical custody of their children | Actual | 2 |
| 4.2 | Percentage of mothers who entered program without physical custody of their children measured by the actual number of mothers who entering the program without physical custody of their children dibvided by total number of mothers entering in the program | .04 | 0.04 |
| 4.3 | Number of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children during their program stay | Actual | 1 |
| 4.4 | Percentage of mothers who were reunified with their children during their program stay measured by actual number of mothers who were reunified with their children divided by total number of mothers in program without physical custody | Actual | 50 |
| 5.1 | Number of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services | Actual | 43 |
| 5.2 | Percentage of families who are referred to community agencies for additional services measured by the actual number of families who are referred to community agencies for additional services divided by total number of families participating in the progra | 100% | 0.84 |
| 5.3 | Number of children receiving support services while in program measured by actual number of children who receive support services while in the program | Actual | 40 |
| 5.4 | Percentage of children receiving support services while in program measured by actual number of children who receive support services while in the program divided by total number of children participating in the program | 100% | 1 |

**Contractor Comments:**

# *Women's Educational and Industrial Union (041983390)*

## *BWCSc* Battered Women & Children: Transition to Independent Living

Contract Number SCDSS00060219217

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of TIL housing beds occupied--given # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual # of bed days for the month | Actual | 4340 |
| 1.2 | Percentage of TIL housing beds occupied measured by the # of bed days divided by the capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 0.76 |
| 2.1 | Number of families requesting TIL services who are turned away due to lack of space measured by the actual number of families turned away | Actual | 124 |
| 2.2 | Percentage of familes requesting TIL services who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by the number of families requesting TIL services | Actual | 0.84 |
| 3.1 | Number of families receiving educational/vocational services measured by the actual number of families receiving deucational/vacational services | Actual | 30 |
| 3.2 | Percentage of families receiving educational/vocational services measured by the number of families receiving educational/vocational serviced divided by number of families in program | 100% | 1 |
| 3.3 | Number of families receiving advocacy services measured by the actual number of families receiving advocacy services | Actual | 30 |
| 3.4 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in program | 100% | 1 |
| 3.5 | Number of families receiving support services measured by the number of families receiving support services | Actual | 30 |
| 3.6 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in program | 100% | 1 |
| 3.7 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 36 |
| 3.8 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by the number of children in program | 100% | 1 |

| | | | |
|---|---|---|---|
| 4.1 | Number of families reporting at time of exit that they were helped during their participation in the program measured by the actual number of families reporting that they were helped during their participation in program | Actual | 13 |
| 4.2 | Percentage of families reporting at time of exit that they were helped during their participation in the program measured by the number of families reporting they were helped divided by the number of families exiting program | Actual | 1 |
| 4.3 | Number of families who receive follow-up contact 3 months after leaving the program measured by the actual number of families contacted | Actual | 0 |
| 4.4 | Percentage of families who receive follow-up contact 3 months after leaving the program measured by the # of families contacted in a given month (left program 3 mohths prior to contact) divided by # of families who left program during the entire month 3 | Actual | 0 |
| 4.5 | Number of families who receive follow-up contact 6 months after leaving the program measured by the actual number of families contacted | Actual | 0 |
| 4.6 | Percentage of families who receive follow-up contact 6 months after leaving the program measured by the # of families contacted in a given month (left program 6 mohths prior to contact) divided by # of families who left program during the entire month 6 | Actual | 0 |
| 5.1 | Number of families receiving community (non-residential) services measured by the actual number of families receiving community services | Actual | 30 |
| 5.2 | Percentage of fvailies receiving community (non-residential) services measured by the number of families receiving community services divided by the number of families served in both program and outside community | Actual | 100 |
| 5.3 | Number of trainings conducted measured by the actual number of trainings conducted | Actual | 150 |
| 5.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 5.5 | Number of staff who speak multiple languages measured by the actual number of staff who speak multiple languages | Actual | 2 |
| 5.6 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.67 |

**Contractor Comments:** Second residence with 11 units opened in March and took some time to fill with applicants ready for this program.

# *Women's Occupational Resource Development, Inc. (042679578)*

## *CHCY* Supportive Child Care

Contract Number 51900345019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 100 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 10 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

1.10: We give all parents a questionairre, however, we do not know the results - parents mail directly to Boston.

1.3: Slots may remain vacant up to 10 days while we await necessary paperwork such as medical records to be completed.

## *Worcester Comprehensive Child Care Services□□ (042484586)*

*CHCX* Income Eligible Child Care

Contract Number 2009132011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 86 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 86 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 86 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.02 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.02 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.02 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 86 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 86 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 86 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1.02 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1.02 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1.02 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 64 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 64 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 64 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.78 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.78 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.78 |

**Contractor Comments:** Results of over 100% due to the utilization of flexible slots.
In addition 6 slots were removed by OCCS due to under utilization, goal adjusted.

## *CHCY* Supportive Child Care

Contract Number 20700042019

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 53 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 53 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 53 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 0 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 58 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 58 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 58 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 58 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 58 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 58 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# *Worcester Public Inebriate Program, Inc. (042661664)*

## *2839* Individual Shelters

Contract Number scwel40921100063

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 20,075 | 57883 |
| 2.1 | Accept any individual for whom there is space and who has not previously violated shelter rules and regulations measured by the actual number of individuals sheltered each day as reported monthly on the Individual Shelter Log | 20,075 | 57883 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 40,150 | 142564 |
| 2.2 | Provide two (2) meals per day at the shelter site for individual guests measured by the number of actual meals served each day as reported monthly on the Individual Shelter Log | 40,150 | 142564 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 1,800 | 3054 |
| 2.3 | Refer individuals for appropriate services measured by actual number reported monthly on the Individual Shelter Log | 1,800 | 3054 |

**Contractor Comments:**

## *3389* Substance Abuse Shelters for Individuals (SASI)

Contract Number 23072802002

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of minority/non-white clients receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | actual | 0.41 |
| 2.2 | Percentage of women receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | Actual | 0.18 |

| | | | |
|---|---|---|---|
| 2.3 | Percentage of injection drug users receiving services (annual unduplicated count based on annual report for both stabilization beds and emergency shelter beds) | Actual | 0.08 |
| 2.4 | Number of emergency shelter intake assessments provided annually (based on annual report) | actual | 3054 |

**Contractor Comments:**

## *3392* Supportive Housing

Contract Number 23112802013

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 42.3 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 61 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:**

Contract Number 2311es2060

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of clients who report sustained (more than six months) recovery (based on annual report) | Actual | 26 |
| 1.2 | Percentage of clients who are employed while in supportive housing (based on annual report) | Actual | 50 |
| 1.3 | Percentage of clients who receive referrals to other social/health services (based on annual report) | Actual | 100 |
| 2.1 | Percentage of clients who receive a shallow rent subsidy by the program (annual unduplicated count) | Actual | 0 |

**Contractor Comments:**

# *Work Opportunities Unlimited Contracts, Inc. (020464744)*

## *2201a* Evaluation

Contract Number 20072004258

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Evaluation reports are completed measured by the number of completed evaluation reports that answer referral questions and submitted within ten (10) working days. | 100 | 100 |
| 2.1 | Number of people served measured by unduplicated count | 24 | 39 |

**Contractor Comments:**

## *2201b* Work Adjustment Training

Contract Number 20072004258

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Individuals develop vocational skills, work attitudes, work habits, work tolerance and job seeking skills through Work Adjustment Training measured by percentage (total number of individuals who complete the Work Adjustment Training Program divided by th | 0 | 100 |
| 1.2 | Reports reviewing consumers progress in attaining the goals of their Work Adjustment Training program are completed measured by the total number of completed reports submitted within ten (10) working days of the completion of Work Adjustment | 0 | 39 |
| 2.1 | Number of individuals served measured by unduplicated count | 0 | 39 |
| 4.1 | Total number of clients who complete the Work Adjustment Training Program and are in jobs corresponding to their identified vocational goal within a year | 0 | 11 |
| 4.2 | Total number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 11 |

**Contractor Comments:**

## *2201d* Job Support Services

Contract Number 20072004258

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Individuals are placed and/or retained at integrated competitive jobs in the community through Job Support Services measured by the total number of individuals who are placed and/or retained at integrated competitive jobs. | 0 | 1 |
| 1.2 | Placements are consistent with individual work choices, functional capacities and vocational qualifications measured by the total number of placements consistent with the individuals work choices, functional capacities and vocational | 0 | 1 |
| 2.1 | Number of individuals accepted for services measured by unduplicated count | 0 | 3 |
| 4.1 | Individuals maintain employment for more than ninety (90) days measured by the number of individuals maintaining employment for more than a minimum of ninety (90) days | 0 | 1 |

**Contractor Comments:**

## *3168* Employment Services

Contract Number 23102310310

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 32 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 17 | 24 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 5 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 51 | 71 |

**Contractor Comments:**

Contract Number 23202320317

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 32 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 17 | 24 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 5 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 51 | 71 |

**Contractor Comments:**

Contract Number 26502650300

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 32 | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 17 | 24 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 5 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 51 | 71 |

**Contractor Comments:**

# *Work Opportunity Center, Inc. (042467188)*

## *3168* Employment Services

Contract Number SC-DMR-216021603

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 41% | 0.5 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0 | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 10% | 0.06 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0 | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0 | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 49% | 0.44 |

**Contractor Comments:** FIGURED ON 102 CLIENTS.

## *WORK, Inc (237100726)*

### *2143* Residential/Day (3 providers only)

Contract Number MCB41002123095-1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.33 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

Contract Number MCB41002123095-2

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers have increased opportunities for community based experiences measured by the percentage of consumers that participate in at least four community based outings each month | 70% | 1 |
| 1.2 | Consumers gain skills in Activities of Daily Living measured by the percentage of consumers that demonstrate skill competency or mastery in a priority ADL area | 33% | 0.33 |
| 2.1 | Percentage of consumers receiving a comprehensive annual assessment to determine personal interest for community based activities | 100% | 1 |
| 2.2 | Percentage of consumers receiving a comprehensive annual assessment to identify each consumer's priority ADL needs | 100% | 1 |

**Contractor Comments:**

### *2205* Employment Services

Contract Number MRC20072031085-1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 1 |
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 100% | 1 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 2% | 0.02 |
| 2.1 | Number of individuals served (unduplicated count) | 91 | 91 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 20 | 31 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 2 | 2 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 100% | 1 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 100% | 1 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 100% | 1 |
| 4.4 | Number of individuals that are referred out for placement services | 2 | 2 |

**Contractor Comments:** 2.1 Funds cut in mid-year resulted in loss of 10 consumers by years end. However, until 12-31-01, 91 individuals were served thru contract.

Contract Number MRC20072031085-2

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average production of 25% measured by the total # of individuals on monthly reports divided by total number who met the goal | 100% | 1 |
| 1.2 | Consumers work a minimum of 4 hrs/day; 5 days/wk with an average attendance rate of 75% measured by the total # of individuals on monthly reports divided by total number who met goal | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.3 | Consumers have a diversity of sub-contract work measured by the total number of individuals who can choose their desired work | 18 | 18 |
| 1.4 | Individuals will maintain work skills, attitudes and habits that prepare them for community based work measured by the total # of individuals who are identified for community based employment | 0 | 0 |
| 2.1 | Number of individuals served (unduplicated count) | 18 | 18 |
| 2.2 | Number of sub-contract jobs within the year (unduplicated count) | 60 | 60 |
| 2.3 | Number of individuals served who are referred for Community Based Employment (unduplicated count) | 1 | 1 |
| 4.1 | Number of individuals maintaining attendance eligibility for the year | 18 | 18 |
| 4.2 | Number of individuals maintaining production eligibility for the year | 18 | 18 |
| 4.3 | Number of individuals given the opportunity to choose sub-contract work measured by the number of individuals who respond through consumer evaluations that they have been given options for sub-contract work | 18 | 18 |
| 4.4 | Number of individuals that are referred out for placement services | 0 | 0 |

**Contractor Comments:**

## *3036* Services for Education & Employment (SEE)

Contract Number DMH43402004063

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 18 | 16 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 2 | 3 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 5 | 1 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 3 | 1 |

**Contractor Comments:** 1.3 Consumers were working and not interested in educ. opportunities
1.4 Consumers were working and did not pursue educ. opportunities.

Contract Number DMH43402004067

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers are employed measured by the total # of consumers who secured employment during the contract year (unduplicated) | 95 | 85 |
| 1.2 | Consumers are employed measured by the total # of jobs secured by consumers during the contract year | 70 | 68 |
| 1.3 | Consumers are enrolled in education and/or job training measured by the total # of consumers enrolled in education and/or job training during the contract year (unduplicated) | 15 | 10 |
| 1.4 | Consumers are enrolled in education and/or job training measured by the total # of education and/or job training enrollments during the contract year | 10 | 8 |

**Contractor Comments:**

## *3037* Day Rehabilitation

Contract Number DMH43402004066

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers participate in program activities measured by the monthly average number of hours consumers participated in scheduled program activities | 1363 | 2013 |
| 1.2 | Consumers achieve goals as identified in service plans measured by percentage (number of consumers who achieve one or more service plan goals ( total number of program consumers) | 25 | 28 |
| 1.3 | Consumers move to more employment focused services measured by percentage (number of consumers who participated in an assessment for more employment focused services within the contract year ( total number of program consumers) | 50% | 0.5 |
| 1.4 | Consumers move to more employment focused services measured by percentage (number of consumers who were referred to more employment focused services within the contract year ( total number of program consumers) | 25% | 0.48 |
| 1.5 | Consumers move to more employment focused services measured by percentage (number of consumers who moved to more employment-focused services within the contract year ( total number of program consumers) | 25% | 0.32 |

**Contractor Comments:** 1.1 Number of hours increased dramatically after March due to admission of 6 additional consumers discharged from Medfield Hospital.

Contract Number DMR23202320334-1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR23202320334-2

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR26402640302

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |

| | | | |
|---|---|---|---|
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR26902690376-1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

Contract Number DMR26902690376-3

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Provider maintains at least a one year certification by the DMR Office of Quality Enhancement ( Please Enter 1 for "Yes" and 2 for "No") | Yes | 1 |
| 1.2 | Individuals and their families are invited to participate in an annual satisfaction survey/process conducted by the provider agency measured by percentage (number of individuals and families invited to participate in satisfaction survey divided by number | 100% | 1 |
| 1.3 | ISP assessments and support strategies are completed within 15 days of request per compliance with DMR regulations measured by percentage (number of assessments and strategies completed within 15 days divided by number of assessments and strategies compl | 100% | 1 |

**Contractor Comments:**

## 3163 Community Based Day Supports

Contract Number DMR26402640327-3

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.1 | Percent of individuals who want to be involved in personal or community activities of their own choosing and who are involved in such activities consistent with their identified goals | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.2 | Percent of individuals to be provided specialized services per contractual agreement (OT, PT, Speech, Intensive Behavioral Support) who are receiving these clinical services in a manner responsive to their individual needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |
| 1.3 | Percent of individuals who want to be involved in work who are involved in volunteer or paid work activities in the community consistent with their identified needs | 100% | 1 |

**Contractor Comments:**

## 3168 Employment Services

Contract Number DMR22102210384-1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |

| | | | |
|---|---|---|---|
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 100% | 1 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |

**Contractor Comments:**

Contract Number DMR22102210384-2

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 0% | 0 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 0% | 0 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 0% | 0 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 1005 | 1 |

**Contractor Comments:**

Contract Number DMR26402640327-1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 95% | 0.92 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 15% | 0.18 |

| | | | |
|---|---|---|---|
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 20% | 0.16 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5% | 0.04 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 15% | 0.14 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 25% | 0.23 |

**Contractor Comments:**

Contract Number DMR26502650301-1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 100% | 1 |
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 15% | 0.15 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 15% | 0.12 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 3% | 0.02 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 5% | 0.08 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 8% | 0.1 |

**Contractor Comments:**

Contract Number DMR26902690367-1

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Consumers earn pay through facility based work programs measured by percentage (# of consumers in category divided by # in program) | 90% | 0.85 |

| | | | |
|---|---|---|---|
| 1.2 | Consumers work in congregate settings in business as measured by the percentage of consumers in this category | 25% | 0.26 |
| 1.3 | Consumers work in group supported employment measured by percentage (# of consumers in category divided by # in program) | 10% | 0.1 |
| 1.4 | Consumers participate in unpaid work or are in transition measured by percentage (# of consumers in category divided by # in program) | 5% | 0.03 |
| 1.5 | Consumers work in provider paid supported employment as measured by the percentage of consumers in this category | 10% | 0.14 |
| 1.6 | Consumers work in employer paid supported employment as measured by the percentage of consumers in this category | 20% | 0.14 |

**Contractor Comments:**

## *Y.W.C.A. of Malden (042125009)*

### *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number SCDPH29052143075

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 0.6 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 500 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 0 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 0 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** Our program is a Youth Action Alliance funded by the Massachusetts Tobacco Control Program. The teens in our program and our program's success is measured by:
Number of meetings with City Councilors, number of letters written to newspapers and number of teens who speak at a public hearing

### *CHCX* Income Eligible Child Care

Contract Number SCOFC40002134005

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |

| | | | |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 23 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 22 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 22 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 22 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.98 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.98 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.98 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 20 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 20 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 20 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.98 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number SCOFC41202044007

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 2 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0.9 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0.9 |

| | | | |
|---|---|---|---|
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 0.9 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.95 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.95 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 0.95 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.95 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.95 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 0.95 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 3 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 3 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 3 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.97 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.97 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 0.97 |

**Contractor Comments:** THE PROGRAM DIRECTOR AND MEMBERS OF MANAGEMENT ARE AVAILABLE TO ATTEND ALL OF THESE MEETINGS WHEN THEY ARE HELD.

# *Young Women's Christian Association of Haverhill, Inc. (042105888)*

## *2833a* Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508529YP015

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 18 | 18 |
| 2.1 | Enrollments | 12 | 12 |

**Contractor Comments:** Contract was reduced from 20 enrollments/14 outcomes to 18 enrollments/12 outcomes in January 2002 as we were below half point numbers. (This was due to a decrease in referrals during the first half of the year).

## *CHCX* Income Eligible Child Care

Contract Number 30002133020

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 21 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 21 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 21 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.75 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.75 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1.75 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 12 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 12 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 12 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 12 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 12 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 12 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 31002043011

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 26 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 26 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 26 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 24 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 24 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 24 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 108 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 108 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 108 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 3 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 3 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 3 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 48 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 48 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 48 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 48 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 48 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 48 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

# Youth Opportunities Upheld, Inc. & YOU Inc. (237112665)

## 3404 Projects for Health Care Access

Contract Number 22222149056

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Implement effective and creative outreach and/or marketing activities measured by the number of outreach and/or marketing activities | 1/mo. | 6 |
| 2.1 | An increase in the number of families/individuals actually spoken to directly about MassHealth and CMSP measured by the number | 120 | 163 |

**Contractor Comments:** Limited number of working hours resulted in limited outreach and marketing. Coordinator position was vacated for several months being covered by an assistant who monitored the project.

## 3414 Youth Programs

Contract Number 23212802034

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Percentage of youth engaged in community prevention programs (annual unduplicated count) | Actual | 1386 |
| 2.2 | Percentage of youth referred to treatment services (annual unduplicated count) | Actual | 21 |
| 2.3 | Number of youths receiving risk reduction materials (annual unduplicated count) | actual | 1101 |

**Contractor Comments:** Overall, Peer Leadership was very successful in community outreach this year. The Peer Leadership Program sponsored and organized a school-wide Health Fair, with the entire school in attendance. The Youth Program also participated in a Youth Development Fair at one of the local high schools. The Peer Leaders visited a local elementary school on a national reading day. Attendance was low towards the end of the year at Quaboag High School due to after-school activities and sports practice.

## RESC Commonworks

Contract Number 09950218494

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Percentage of youth placed in Commonworks Program who attain a moderate or better rating on overall progress toward treatment plan goals will be maintained at a rating of 70% or better | 70% | 0.84 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of youths served by Commonworks program with family involvement in treatment as measured by the total # of youth for whom there was family involvement divided by the total # of youth for whom family involvement is not clinically contraindicate | 80% | 0.94 |
| 1.3 | Percentage of youths served by Commonworks Program who achieve a moderate or better rating on academic progress on educational goals in treatment plan will be maintained at a rating of 70% or better | 70% | 0.85 |
| 1.4 | Compliance relative to development of quarterly treatment progress reviews for youth within the Commonworks Program will be maintained at a rating of 90% or better as measured by the # of youth for whom treatment progress reviews are completed divided by | 90% | 0.97 |
| 2.1 | Percentage of youth served by the Commonworks Program who experienced an interruption in service due to AWOL will be maintained at a rating of 5% or less as measured by the # of youth experiencing an interruption in service of more than 30 days divided b | 5% | 0 |
| 2.2 | Percentage of youth discharged from Commonworks Program who do not re-enter residential network care will be maintained at a rating of 7% or less as measured by the # of youth discharged in accordance with a treatment planning decision who do not re-ente | 7% | 0.05 |
| 2.3 | Overall average length of stay of youth in Commonworks Program (placement only) will be maintained at 360 Days or less. Note: Lengths of stay are based on duration of time youth are in Commonworks residential care | 360 Days | 508.47 |
| 2.4 | Percentage of moves to less restrictive levels of care for yout served in the Commonworks Program will not be less than 90% as measured by the number of youth moving to less restrivctive levels of care divided by the total number of youth moving to a new | 90% | 0.91 |

**Contractor Comments:**

*Measure 2.1 was not calculated because of inconsistent SDR2 reporting. Consistency in reporting will be addressed with the adoption of the Commonworks ABSolute reporting system in January 2003.

**Measure 2.2 was answered as if the Text Description read: "Percentage of youth discharged from Commonworks Program who re-enter residential network care will be maintained at a rating of 7% or less as measured by the number of youth discharged in accordance with a treatment planning decision who re-enter divided by the total number of youths discharged in accordance with a treatment planning decision. (Does not include youths with an interruption in service of more than 30 days as a result of AWOL.)"

## *RESGa* Bridge Home

Contract Number 00020218929

| Measure Number | Goal | Actual Performance |
|---|---|---|

| | | | |
|---|---|---|---|
| 1.1 | Percentage of visitation services provided within twenty-four to forty-eight (24-48) hours as measured by number of visitation services within 24-48 hours ( total number of visitation services. | actual | 0.7 |
| 1.2 | Percentage of pediatric medical screenings within forty-eight (48) hours measured by number of pediatric screenings scheduled within forty-eight (48) hours ( total number of screenings. | actual | 0.85 |
| 1.3 | Percentage of cases that utilize community resources measured by number of cases involved with community resources ( by total number of cases. | actual | 0.9 |
| 1.4 | Percentage of students with more than 5 school absences per year measured by the number of students with more than 5 absences ( total number of students. | actual | 0.3 |
| 1.5 | Percentage of staffing that reflects ethnic/cultural/linguistic congruence with the client population measured by number of ethnic/cultural/linguistic competent staff ( total number of staff. | actual | 0.8 |
| 2.1 | Percentage of clients whose services were partially or fully paid by Medicaid measured by number of clients whose services were partially or fully paid by Medicaid ( total number of clients served. | actual | 1 |
| 2.2 | Number of hours of training received by each staff. | actual | 24 |

**Contractor Comments:**

## *RESGb* Group Home Teen Pregnancy Program

Contract Number 09950218220

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.85 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.05 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 6 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 6 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 0 |

| | | | |
|---|---|---|---|
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.25 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.5 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 1 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 0.6 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 165144 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 125.68 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 165144 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 125.68 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 85872 |

**Contractor Comments:**

## *RESS* Alternative Lockup Program

Contract Number 09950217804

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | To eliminate all instances of status offenders being detained in police lockups for any length of time measured by total number of violations (from information generated by police dockets and compiled by the Executive Office of Public Safety) | 0 Violations | 0 |
| 1.2 | To eliminate all instances of alleged non-violent offenders being detained in police lockup for longer than six hours measured by total number of youths detained for more than six hours (from information generated by police dockets and compiled by the ) | 0 Youths | 0 |
| 1.3 | All clients receiving alternative placement services are transported to court for arraignment on the next court day measured by percentage (total number of youths receiving ALP services transported to court the next day divided by total number of youth ) | 100% | 0.96 |

| | | | |
|---|---|---|---|
| 2.1 | Number of referrals to ALP services measured by the total annual number of calls received and reported in the Monthly Service Delivery Report | Actual | 682 |
| 2.2 | Percentage of clients mediated home by ALP measured by the total annual number of "non-placement" services reported in the Monthly Service Delivery report divided by total number of clients receiving ALP services | Actual | 0.09 |
| 2.3 | Number of clients placed in ALP measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 620 |
| 2.4 | Number of clients transported to court measured by the total annual number reported in the Monthly Service Delivery Report | Actual | 598 |
| 2.5 | Number of trainings offered to both police departments and DSS measured by the total annual number or trainings reported to DSS | Actual | 36 |
| 3.1 | Cost per referral measured by the total actual program budget divided by total number of referrals | Actual | 403 |
| 3.2 | Cost per bed night measured by the total actual program budget divided by total number of bed nights | Actual | 294 |
| 3.3 | Cost per ALP day measured by the total actual program budget divided by 365 days | Actual | 852 |
| 4.1 | Decrease in the overall violations committed by the state and local police measured by the number of violations reported by EOPS report divided by total number of clients served x 100 to obtain a percentage | 0% | 0 |

**Contractor Comments:**

# YWCA Boston (042103548)

## CHCX — Income Eligible Child Care

Contract Number 60002136062

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 5 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 5 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 5 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 5 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 5 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 5 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 5 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 5 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 5 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 1 |

**Contractor Comments:**

# YWCA of Central Massachusetts, Inc. (042105873)

## 2833a Employment Services Program (ESP): Young Parent Program (YPP)

Contract Number 508529YP03705

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Outcomes | 34 | 34 |
| 2.1 | Enrollments | 48 | 48 |

**Contractor Comments:**

## 3436 Breast Cancer Initiative

Contract Number 3414293201705

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 1 |

**Contractor Comments:**

## BWCSa Battered Women & Children: Comprehensive Program

Contract Number 0002021924601

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 4043 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 120 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |

| | | | |
|---|---|---|---|
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 50 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 100 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 62 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 50 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 65 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 30 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 5682 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.87 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 95 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 375 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 11 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 33 |

| | | | |
|---|---|---|---|
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 111 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 95 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 119 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 119 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 119 |

**Contractor Comments:**

## *CHCX* Income Eligible Child Care

Contract Number 2000213201212

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 44 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 44 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 44 |

| | | | |
|---|---|---|---|
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.98 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.98 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.98 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 45 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 45 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 45 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |

| | | | |
|---|---|---|---|
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0 |

**Contractor Comments:**

1.6a All parents provided with questionaire, however partents now return surveys directly to OCCS. OCCS reports that for this time period they did not receive any questionaires back. YWCA is now providing an addressed envelope to parents to encourage response.

1.6B See above

1.4B One family was not provided information in Portuguese.

# YWCA of Greater Lawrence (042130847)

## 3361 Sexual Assault Prevention and Survivor Services

Contract Number 3401110024

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Survivors receive immediate medical and police advocacy measured by percentage of ED and police sexual assault accompaniment requests by survivors responded to within 2 hours (total # of requests for accompaniment responded to within 2 hours ( total num | 90% | 1 |
| 1.2 | Survivors receive timely sexual assault counseling measured by percentage of survivors in need of short term counseling offered appointments within 5 days of request ( total # of appointments scheduled within 5 days of request ( total # of appointments r | 100% | 1 |
| 2.1 | % of cities and towns (as defined in the contract) within service area for which educational services are provided | 100% | 1 |
| 2.2 | % of relevant organization types ( as defined in the contract) provided educational presentations | 100% | 1 |
| 2.3 | % of hotline calls responded to | 100% | 1 |

**Contractor Comments:**

## 3436 Breast Cancer Initiative

Contract Number 34072179184

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 1 |

**Contractor Comments:**

Contract Number 340721G7189

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 1 |

**Contractor Comments:**

Contract Number 00030219225

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 0 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 0 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 0 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 0 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 0 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 0 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 3507 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 243 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 100 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 10 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 77 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 3507 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 0 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 3507 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 0 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 3507 |

**Contractor Comments:** Questions with a zero for the actual results do not pertain to the contract for battered womem with the state.

Contract Number 30002133010

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 78 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 78 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 78 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.85 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.85 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 0.85 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 79 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 79 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 79 |

| | | | |
|---|---|---|---|
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.87 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.87 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 0.87 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 83 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 83 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 83 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.91 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 30902043008

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 31 |

| | | | |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 31 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 31 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 23 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 23 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 23 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 100 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 95 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 5 |

| | | | |
|---|---|---|---|
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 23 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 100 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 23 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |

| | | | |
|---|---|---|---|
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 100 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 100 |

**Contractor Comments:**

## *RESGb* Group Home Teen Pregnancy Program

Contract Number 09950218233

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.26 |

| | | | |
|---|---|---|---|
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.045 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0.0006 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 18 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 24 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 8 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.22 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.44 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.66 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 0.67 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 446251 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 55781 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 471216 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 58902 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 0.95 |

**Contractor Comments:**

# YWCA of Southeastern Massachusetts (042104747)

## 3436 Breast Cancer Initiative

Contract Number 340721G7222

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 2.1 | Attendance at required MDPH meetings and trainings | 100% | 1 |

**Contractor Comments:**

## CHCX Income Eligible Child Care

Contract Number 50002135030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |
| 1.4a | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the number of parents given information about subsidized child care (in their own | Actual # | 25 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |
| 1.4b | Parents are knowledgeable of child care options available to them, including types of child care subsidy and of health and safety requirements for child care measured by the percentage of parents given information subsidized child care (in their own | Actual % | 1 |

| | | | |
|---|---|---|---|
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 64 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 64 |
| 1.5a | Parents are satisfied with the services provided to them and their children measured by the number and percentage of families who are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual # | 64 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.5b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, are provided with an OCCS consumer questionnaire at least annually or at the termination of care. | Actual % | 1 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |
| 1.6a | Parents are satisfied with the services provided to them and their children measured by the number of families who, on an OCCS questionnaire, report that they are satisfied with the services received | Actual # | 42 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.65 |
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.65 |

| | | | |
|---|---|---|---|
| 1.6b | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, on an OCCS questionnaire, report that they are satisfied with the services received. | Actual % | 0.65 |

**Contractor Comments:**

## *CHCY* Supportive Child Care

Contract Number 52002045030

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.1 | Children promptly access contracted slots that have been vacated measured by the number of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 9 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.10 | Parents are satisfied with the services provided to them and their children measured by the number of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received. | Actual | 10 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 62 |
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 62 |

| | | | |
|---|---|---|---|
| 1.11 | Parents are satisfied with the services provided to them and their children measured by the percentage of families who, when provided with a semi annual consumer satisfaction questionnaire, report that they are satisfied with the services received | Actual | 62 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.2 | Children promptly access contracted slots that have been vacated measured by the percentage of vacancies reported to DSS and OCCS within 5 days of having occurred | Actual | 1 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.3 | Average number of days that reported vacancies remain vacant before being filled | Actual | 14 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11 |
| 1.4 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans prepared by the provider with input from the DSS social worker given to parents at a meeting or through | Actual | 11 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |
| 1.5 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans prepared by the provider with input from the DSS social worker) given to parents at a meeting or | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |
| 1.6 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 11 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.7 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of individual child plans given to the DSS social worker at a face to face meeting, through the mail or through email | Actual | 1 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.8 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the number of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 2 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

| | | | |
|---|---|---|---|
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |
| 1.9 | All parties communicate information necessary to achieve a successful supportive child care placement measured by the percentage of OCCS/DSS/Provider quarterly meetings that the contracted provider attends | Actual | 1 |

**Contractor Comments:**

## *YWCA of Western Massachusetts, Inc. (042103858)*

### *3450* Tobacco Control: Targeted Community Smoking Intervention Programs: Innovative Outreach for Risk Taki

Contract Number 29052143092-03

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Enhanced knowledge and skill level of participants measured by the average % increase between pre and post tests | Actual | 1 |
| 2.1 | Number of target priority population individuals served through outreach activities (annual unduplicated count) | Actual | 78 |
| 2.2 | Number of priority population smokers identified and counseled (annual unduplicated count) | Actual | 5 |
| 2.3 | Number of priority population smokers referred to smoking cessation services (annual unduplicated count) | Actual | 3 |
| 2.4 | Number of priority population smokers receiving smoking cessation services (annual unduplicated count) | Actual | 0 |

**Contractor Comments:** Measure Number 2.4 (smoking cessation) is not applicable to this program design. The YWCA Teen Power Alliance experienced complete program cuts and eventual closure due to state budget.

### *BWCPb* Battered Women and Children:Substance Abuse Shelter (McKinney ESG)

Contract Number 09950218879

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter beds occupied--give # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual number of days for the month | Actual | 0 |
| 1.10 | Percentage of families receiving support services measured by number of families receiving support services (divided number of families in shelter) | 100% | 0 |
| 1.11 | Number of children receiving children's services measured by actual number of children receiving children's services | Actual | 0 |
| 1.12 | Percentage of children receiving children's services measured by number of children receiving children's services divide number of children in shelter/safe home | 100% | 0 |

| | | | |
|---|---|---|---|
| 1.2 | Percentage of emergency shelter beds occupied measured by the number of bed days divided by capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 0 |
| 1.3 | Number of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter who are turned away due to lack of space measured by actual number of families turned away divided by # of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 0 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by number of families in shelter | 100% | 0 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 0 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter | 100% | 0 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 0 |
| 2.1 | Number of families reporting at time of exit that they were helped during their stay in the shelter measured by actual number of families reproting that they were helped during their stay in the shelter/safe home | Actual | 0 |
| 2.2 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter measured by number of families reproting they were helped divided by the number of families exiting shelter | Actual | 0 |
| 2.3 | Number of families who receive follow-up contact 3 months after leaving the shelter measured by the actual number of families contacted | Actual | 0 |
| 2.4 | Percentage of families who receive follow-up contact 3 months after leaving the shelter measured by number of families contacted ina given month (who left 3 months prior) divided by # of families who left the shelter during the entire month 3 months prio | Actual | 0 |
| 2.5 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |

| | | | |
|---|---|---|---|
| 2.6 | Percentage of families who receive follow-up contact 6 months after leaving the shelter measured by number of families contacted in a given month (who left 6months prior) divided by # of families who left the shelter during the entire month 6 months prio | Actual | 0 |
| 3.1 | Number of families receiving community (non-residential) services measured by actual number of families receiving community services | Actual | 221 |
| 3.2 | Percentage of families receiving community (non-residential) services measured by number of families receiving community services divided by the number of families seerved in both shelter and outside community | Actual | 1 |
| 3.3 | Number of trainings conducted measured by actual number of trainings conducted | Actual | 0 |
| 3.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by number of trainings requested divided by number of trainings actually conducted | Actual | 0 |
| 4.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 0 |
| 4.2 | Percentage of staff who speak multiple languages measured by number of staff who speak multiple languages divided by total number of staff | Actual | 0 |

**Contractor Comments:** Measure Numbers 1.1 through 2.6, 3.3 and 3.4 are not applicable to this program design. This McKinney ESG contract is for housing advocacy services. Also, the YWCA is able to provide interpreters who speak fifteen different languages through the Multi Lingual Volunteers Interpreters Program at UMass Amherst. So, although the staff speak English only, we are able to serve the diverse population which makes up our community.

## *BWCPc* Battered Women and Children Services: Clinical Services

Contract Number 09950218908

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of intakes performed measured by actual number of intakes performed | Actual | 20 |
| 1.2 | Number of referrals received from DSS measured by actual number of referrals received from DSS | Actual | 5 |
| 1.3 | Percentage of referrals from DSS measured by number of referrals from DSS divided by total number of referrals | Actual | 0.2 |
| 1.4 | Number of cases slef-referred measured by actual number of cases self-referred | Actual | 2 |

| | | | |
|---|---|---|---|
| 1.5 | Percentage of cases self-referred measured by the number of self-referrals divided by total number of referrals | Actual | 0.08 |
| 1.6 | Number of referrals received from domestic violence agencies measured by actual number of referrals received from domestic violence agencies | Actual | 22 |
| 1.7 | Percentage of referrals from domestic violence agencies measured by number of referrals from domestic violence agencies divided by total number of referrals | Actual | 0.88 |
| 1.8 | Number of referrals from other sources measured by actual number of referrals from other sources | Actual | 1 |
| 1.9 | Percentage of referrals from other sources measured by number of non DSS, self-referred or domestic violence agency referrals divided by total number of referrals | Actual | 0.04 |
| 2.1 | Number of children not accepted into program for safety reasons measured by actual number of children not accepted into the program for safety reasons | Actual | 0 |
| 2.2 | Percentage of children not accepted into program for safety reasons measured by number of children not accepted for safety reasons divided by total number of children not accepted into program | Actual | 0 |
| 2.3 | Number of children who received on-going services from the program measured by actual number of children who received on-going services from the program | Actual | 36 |
| 2.4 | Number of adults who received advocacy services from the program measured by actual number of adults who received advocacy sevices from the program | Actual | 18 |
| 2.5 | Number of adults referred out for mental health services measured by actual number of adults referred out for mental health services | Actual | 12 |
| 2.6 | Number of adults who received on-going services from the program measured by actual number of adults who received on-going services from the program | Actual | 18 |
| 3.1 | Number of non-English speaking families served measured by actual number of non-English speaking families served | Actual | 1 |
| 3.2 | Percentage of non-English speaking families served measured by actual number of non-English speaking families served divided by total number of families served | Actual | 0.028 |
| 3.3 | Number of English-speaking families of diverse ethnic backgrounds served measured by actual number of English-speaking families of diverse ethnic backgrounds served | Actual | 30 |
| 3.4 | Percentage of English-speaking families of diverse ethnic backgrounds served measured by actual numbr of English-speaking families of diverse ethnic backgrounds served divided by total number of families served | Actual | 0.833 |

| | | | |
|---|---|---|---|
| 4.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 0 |
| 4.2 | Percentage of staff who speak multiple languages measured by actual number of staff who speak multiple languages divided by total number of staff | Actual | 0 |
| 4.3 | Number of community-based initiatives participated in measured by actual number of community-based initiatives participated in | Actual | 5 |

**Contractor Comments:**

## *BWCPd* Battered Women and Children: Visitation Services

Contract Number 09950219344

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of referrals received from court personnel measured by actual number of referrals received from court personnel | Actual | 77 |
| 1.2 | Percentage of referrals received from court personnel measured by actual number of referrals received from court personnel divided by total number of referrals to the program | Actual | 0.85 |
| 1.3 | Number of referrals received from other domestic violence service providers measured by actual number of referrals received from other domestic violence service providers | Actual | 1 |
| 1.4 | Percentage of referrals received from other domestic violence service providers measured by actual number of referrals from domestic violence service providers divided by total number of referrals to the program | Actual | 0.018 |
| 1.5 | Number of referrals received from DSS measured by actual numbers of referrals received from DSS | Actual | 5 |
| 1.6 | Percentage of referrals received from DSS measured by actual number of referrals from domestic violence service providers divided by the total number of referrals to the program | Actual | 0.062 |
| 1.7 | Number of referrals received from others measured by actual number of referrals received from others | Actual | 6 |
| 1.8 | Percentage of referrals received from others measured by actual number of referrals received from others divided by the total number of referrals to the program | Actual | 0.075 |
| 2.1 | Number of safe supervised visits measured by actual number of safe supervised visits | Actual | 496 |
| 2.2 | Number of safe unsupervised visits measured by actual number of safe unsupervised visits | Actual | 0 |

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|---|---|---|---|
| 2.3 | Percentage of safe unsupervised visits measured by total number of safe unsupervised visits at the program divided by total number of safe supervised visits | Actual | 0 |
| 2.4 | Number of safe neutral exchanges measured by actual number of safe neutral exchanges | Actual | 19 |
| 3.1 | Number of participants in parenting groups for non-offending parents measured by actual number of participants in parenting groups for non-offending parents | Actual | 2 |
| 3.2 | Percentage of participants in parenting groups for non-offending parents measured by number of non-offending parents in the parenting groups divided by the number of non-offending parents in the program | Actual | 0.064 |
| 3.3 | Number of participants in parenting groups for offending parents measured by actual number of participants in groups for offending parents | Actual | 4 |
| 3.4 | Percentage of participants in parenting groups for offending parents measurd by actual number of participants in parenting groups for offending parents divided by the number of offending parents in the program | Actual | 0.129 |
| 4.1 | Number of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior | Actual | 0 |
| 4.2 | Percentage of families referred to court due to dangerous behavior measured by actual number of families referred back to court due to dangerous behavior dividedby total number of families in program | Actual | 0 |
| 4.3 | Number of families reveiving case management services measured by actual number of families receiving case management services | Actual | 20 |
| 4.4 | Percentage of families reveiving case management services measured by actual number of families receiving case management services divided by total number of families in program | Actual | 0.302 |
| 5.1 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 3 |
| 5.2 | Percentage of staff who speak multiple languages measured by actual number of staff who speak multiple languages divided by total number of staff | Actual | 0.211 |
| 5.3 | Number of non-English speaking families served measured by actual number of non-English speaking families served. | Actual | 1 |
| 5.4 | Percentage of non-English speaking families served measured by actual number of non-English speaking families served divided by total number of families served | Actual | 0.032 |

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|---|---|---|---|
| 5.5 | Number of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services | Actual | 14 |
| 5.6 | Percentage of families served from diverse ethnic backgrounds measured by actual number of families from diverse ethnic backgrounds reveiving services divided by total number of families served | Actual | 0.186 |
| 5.7 | Number of community-based initiatives participated in measured by actual number of community-based initiatives participated in | 67 | 67 |

**Contractor Comments:**

## *BWCSa* Battered Women & Children: Comprehensive Program

Contract Number 00010219233

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 7301 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 235 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 69 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 1 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 27 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0.18 |

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| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 21 |
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0.33 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 577 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.74 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0.93 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 101 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 6 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0.27 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 1151 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0.73 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 183 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 183 |

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|---|---|---|---|
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 183 |

**Contractor Comments:**

Contract Number 09950219285

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of emergency shelter/safe home beds occupied--# in bed days(bed days=actual # of beds occupied each day of the month totaled) measured by total number of bed days for the month | Actual | 125 |
| 1.10 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in shelter/safe home | 100% | 1 |
| 1.11 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 6 |
| 1.12 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by number of children in shelter/safe home | 100% | 1 |
| 1.13 | Number of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by actual number of families reporting that they were helped during their stay in the shelter/safe home | Actual | 8 |
| 1.14 | Percentage of families reporting at time of exit that they were helped during their stay in the shelter/safe home measured by the number of families reporting they were helped divided by number of families exiting shelter/safe home. | Actual | 1 |
| 1.15 | Number of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the actual number of families contacted | Actual | 0 |
| 1.16 | Percentage of families who receive follow-up contact 3 months after leaving the shelter/safe home measured by the # of families contacted in a given month (who left the shelter 3 months prior to the contact) divided by # of families who left the shelter/ | Actual | 0 |
| 1.17 | Number of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the actual # of families contacted | Actual | 0 |

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|---|---|---|---|
| 1.18 | Percentage of families who receive follow-up contact 6 months after leaving the shelter/safe home measured by the # of families contacted in a given month (6 months prior) divided by # of families who left the shelter/safe home during the entire month 6 | Actual | 0 |
| 1.19 | Number of families receiving community (non-residential) services measured by the actual # of families receiving community services | Actual | 57 |
| 1.2 | Percentage of emergency shelter/safe home beds occupied measured by number of bed day divided by capacity for month (capacity = actual number of beds multiply by number of days in the month) | 100% | 0.06 |
| 1.20 | Percentage of families receiving community (non-residential) services measured by the # of families receiving community services divided by # of families served in both shelter and outside community | Actual | 0.88 |
| 1.21 | Number of trainings conducted muesured by the actual number of trainings conducted | Actual | 8 |
| 1.22 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 1.23 | Number of staff who speak multiple languages measured by actual number of staff who speak multiple languages | Actual | 0 |
| 1.24 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0 |
| 1.3 | Number of families requesting shelter/sae home who are turned away due to lack of space measured by actual number of families turned away | Actual | 0 |
| 1.4 | Percentage of families requesting shelter/safe home who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by number of families requesting shelter/safe home | Actual | 0 |
| 1.5 | Number of families receiving safety plans measured by actual number of families receiving safety plans | Actual | 8 |
| 1.6 | Percentage of families receiving safety plans measured by number of families receiving safety plans divided by the number of families in shelter/safe home | 100% | 1 |
| 1.7 | Number of families receiving advocacy services measured by actual number of families receiving advocacy services | Actual | 8 |
| 1.8 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in shelter/safe home | 100% | 1 |

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|---|---|---|---|
| 1.9 | Number of families receiving support services measured by actual number of families receiving support services | Actual | 8 |

**Contractor Comments:**

## *BWCSc* Battered Women & Children: Transition to Independent Living

Contract Number 00010219233

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Number of TIL housing beds occupied--given # in bed days (bed days = actual # of beds occupied each day of the month totaled) measured by the actual # of bed days for the month | Actual | 1446 |
| 1.2 | Percentage of TIL housing beds occupied measured by the # of bed days divided by the capacity for month (capacity = actual # of beds times # of days in the month) | 100% | 0.99 |
| 2.1 | Number of families requesting TIL services who are turned away due to lack of space measured by the actual number of families turned away | Actual | 34 |
| 2.2 | Percentage of familes requesting TIL services who are turned away due to lack of space measured by the number of families turned away due to lack of space divided by the number of families requesting TIL services | Actual | 0.81 |
| 3.1 | Number of families receiving educational/vocational services measured by the actual number of families receiving deucational/vacational services | Actual | 6 |
| 3.2 | Percentage of families receiving educational/vocational services measured by the number of families receiving educational/vocational serviced divided by number of families in program | 100% | 0.75 |
| 3.3 | Number of families receiving advocacy services measured by the actual number of families receiving advocacy services | Actual | 8 |
| 3.4 | Percentage of families receiving advocacy services measured by the number of families receiving advocacy services divided by number of families in program | 100% | 1 |
| 3.5 | Number of families receiving support services measured by the number of families receiving support services | Actual | 8 |
| 3.6 | Percentage of families receiving support services measured by the number of families receiving support services divided by the number of families in program | 100% | 1 |
| 3.7 | Number of children receiving children's services measured by the actual number of children receiving children's services | Actual | 13 |

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|---|---|---|---|
| 3.8 | Percentage of children receiving children's services measured by the number of children receiving children's services divided by the number of children in program | 100% | 1 |
| 4.1 | Number of families reporting at time of exit that they were helped during their participation in the program measured by the actual number of families reporting that they were helped during their participation in program | Actual | 4 |
| 4.2 | Percentage of families reporting at time of exit that they were helped during their participation in the program measured by the number of families reporting they were helped divided by the number of families exiting program | Actual | 1 |
| 4.3 | Number of families who receive follow-up contact 3 months after leaving the program measured by the actual number of families contacted | Actual | 5 |
| 4.4 | Percentage of families who receive follow-up contact 3 months after leaving the program measured by the # of families contacted in a given month (left program 3 mohths prior to contact) divided by # of families who left program during the entire month 3 | Actual | 1 |
| 4.5 | Number of families who receive follow-up contact 6 months after leaving the program measured by the actual number of families contacted | Actual | 6 |
| 4.6 | Percentage of families who receive follow-up contact 6 months after leaving the program measured by the # of families contacted in a given month (left program 6 mohths prior to contact) divided by # of families who left program during the entire month 6 | Actual | 1 |
| 5.1 | Number of families receiving community (non-residential) services measured by the actual number of families receiving community services | Actual | 17 |
| 5.2 | Percentage of fvailies receiving community (non-residential) services measured by the number of families receiving community services divided by the number of families served in both program and outside community | Actual | 0.94 |
| 5.3 | Number of trainings conducted measured by the actual number of trainings conducted | Actual | 3 |
| 5.4 | Percentage of trainings actually conducted in relation to number of trainings requested by community measured by the number of trainings requested divided by number of trainings actually conducted | Actual | 1 |
| 5.5 | Number of staff who speak multiple languages measured by the actual number of staff who speak multiple languages | Actual | 0 |
| 5.6 | Percentage of staff who speak multiple languages measured by the number of staff who speak multiple languages divided by total number of staff | Actual | 0 |

**Contractor Comments:** Regarding measure number 4.1, only 4 families exited the program during fiscal year 2002.
Regarding measure number 5.5, we have non-TLP staff who speak Spanish and interpret when necessary and use the Everywoman's Center Interpreter Program when necessary. Funding only allows to hire 1.5 FTE.

## *RESGb* Group Home Teen Pregnancy Program

Contract Number 09950218113

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.18 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.22 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0.025 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 50 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 58 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 0 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.52 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.27 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.56 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 0.57 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 129642.49 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 10803.54 |
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 585756 |

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|---|---|---|---|
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 48813 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 0.22 |

**Contractor Comments:**

Contract Number 09950219256

| Measure Number | | Goal | Actual Performance |
|---|---|---|---|
| 1.1 | Teens complete high school or a high school equivalency program (GED) measured by % (total # of teens getting diplomas or GEDs ( total # of teen residents served in non-emergency beds | > 10% | 0.29 |
| 1.2 | Teens experience increased parenting skills and nurturing with their children leading to a minimization in the number of supported reports of child abuse and neglect measured by % (total # of teen residents served (in non-emergency beds) who had 51A repo | < 5% | 0.41 |
| 1.3 | Teens experience a reduction in repeat pregnancies measured by % (total # of teens who become pregnant while in residence ( total # of teens served in the TLP program (in non-emergency beds) | < 5% | 0 |
| 2.1 | # of teen residents served (in non-emergency beds) measured by total annual unduplicated count | actual | 17 |
| 2.2 | # of babies served (in non-emergency beds) measured by total annual unduplicated count | actual | 21 |
| 2.3 | # of teens served in emergency beds (if emergency beds are specified in the contract) measured by the total annual unduplicated number of teens | actual | 5 |
| 2.4 | % of terminated residents measured by the total # of terminated residents ( total # of residents served (in non-emergency beds) | < 25% | 0.7 |
| 2.5 | % of graduated teens measured by total # of graduated teens ( total # of residents served (in non-emergency beds) | > 10% | 0.18 |
| 2.6 | # of hours of staff training measured by total annual hours of staff training offered during the year | > 30% | 0.48 |
| 2.7 | % of teens contacted, telephone or face-to-face, for follow-up services measured by the total # of terminated and graduated teens contacted for follow-up ( total # of terminated and graduated residents (from non-emergency beds) | > 50% | 0.41 |
| 3.1 | DSS total program costs measured by the total amount billed to DSS | actual | 491305.39 |
| 3.2 | DSS cost per slot measured by the total amount billed to DSS ( the number of slots in the program | actual | 81884.23 |

| | | | |
|---|---|---|---|
| 3.3 | Total program cost measured by the total annual cost from all sources of revenue | actual | 540000 |
| 3.4 | Total cost per slot measured by the total annual program cost from all sources of revenue ( the number of slots | actual | 90000 |
| 3.5 | TLP maximizes DSS purchase measured by total amount billed to DSS for the TLP program ( total annual program cost | < 1.00 | 0.9 |

**Contractor Comments:**