

STRATEGY: Facilitate Physical & Behavioral Health Services for All Residents: Access, Prevention, & Treatment		END-OUTCOME/GOAL: Babies are born healthy and are well nurtured in their formative years.		
Focus	Units of Service	Outcomes	Targets & Indicators	
Infants' Healthy Development	A--# of prenatal visits (home based)	1--Mothers decrease risk-taking behaviors during pregnancy (Primary)	a-- ___% of ___# mothers decrease in smoking use during pregnancy.	
	B--# of prenatal visits (community based)		b-- ___% of ___# mothers decrease in alcohol use during pregnancy.	
	C--# of infant visits (home based)	2--Babies are born healthy (Primary)	a-- ___% of ___# babies within normal range on Apgar scale at birth.	
	D--# of infant visits (community based)		b-- ___% and ___# of infants weighing 5.5 pounds or more at birth.	
	E--# of well baby visits		3--Improved child health and development (Primary)	a-- ___% of ___# babies (six month of age) with emergency visits or hospitalizations for injury or ingestion. (decrease over time)
				b-- ___% of ___# mothers initiate breastfeeding.
c-- ___% of ___# babies achieve appropriate 12-month milestone for physical, motor, and social development.				

STRATEGY: Facilitate Physical & Behavioral Health Services for All Residents: Access, Prevention, & Treatment		END-OUTCOME/GOAL: Children, Youth and Adults have access to and obtain preventive health care and timely, effective treatment.	
Focus	Units of Service	Outcomes	Targets & Indicators
Access to Preventive Health Care and Treatment	F--# of participants hours of Counseling/Intervention Services	4--Individuals have access to preventive health care and treatment (Primary)	a-- ___% of ___# individuals who have health care insurance.
	G--# of information and referral calls/services		b-- ___% of ___# individuals with medical homes/primary care medical doctors.
	H--# of ancillary service hours on behalf of participant		c-- ___% of ___# individuals current in immunizations.
	I--# of participants hours of case management	5--Individuals have timely effective treatment (Primary)	a1-- ___% of ___# individuals who see/consult with a health care provider/program rep within 72 hours of chief health complaint being reported/identified.
	J--# of participants hours of direct health care		a2-- ___% of ___# individuals whose chief health complaint improves during treatment (medical).
	K--# of participants hours of health education sessions		a3-- ___% of ___# individuals who remain compliant during treatment.
	L--# of participants hours of health screenings		b1-- ___% of ___# individuals who see/consult with a health care provider (behavioral clinician) within 72 hours of chief health complaint being reported/identified.
	M--# of participants days of residential treatment provided		b2-- ___% of ___# individuals whose chief health complaint improves during treatment (behavioral).
	N--# of participants hours of assessment/evaluation		c-- ___% of ___# individuals who see/consult with a health care provider (behavioral clinician) within 72 hours of eligibility requirements being met.
	O--# of participant eligibility assessments/screenings		d-- ___% of ___# individuals who receive treatment by lay persons in emergency situations.
	P--# of individual applications completed		e-- ___% of ___# individuals who receive treatment by professional responders in emergency situations.
	Q--# of hours of translation/interpretation services provided		6--Individuals are mentally healthy (Primary)
	R--# of instances of medical supplies provided	7--Individuals successfully manage their addictive behavior (Primary)	a-- ___% of ___# adults who abstain/decrease the use of alcohol/drugs.
			a-- ___% of ___# youth who abstain/decrease the use of alcohol/drugs.

Health Independence For All
 Facilitate Physical Behavioral Health Services for all Residents- Prescribed Units of Service, Outcomes and Indicators
 Draft 2-2-10

	S--# of instances of emergency rental/mortgage assistance provided T--# of instances of emergency utilities assistance provided U--# of drug monitoring tests administered	8--Individuals are physically healthy (Primary)	a--___% of ___# individuals who reach age appropriate physical developmental milestones.
			b--___% of ___# individuals' BMI rates within acceptable range for age.
			c--___% of ___# individuals' blood pressure rates within acceptable range for age.
			d--___% of ___# individuals' cholesterol rates within acceptable range for age.
			e-- ___% of ___# individuals who maintain or increase their CD4 (T Cell) count.
			f--___% of ___# individuals enrolled in therapy for one year will improve one Functional Communication Measure.
	9--Individuals basic shelter/living AND medical needs are met (Primary)	a--___% of ___# individuals receiving emergency rental/mortgage assistance maintain a stable living situation while receiving treatment.	
		b--___% of ___# individuals receiving medical supplies maintain a stable living situation while receiving treatment.	
		c--___% of ___# individuals receiving emergency utility assistance maintain a stable living situation while receiving treatment.	
	10--Individuals have information on the services they need in order to access care (Secondary)	a--___% of ___# individuals indicate more knowledge around available services addressing mental health.	
		b--___% of ___# individuals indicate more knowledge around available resources addressing medical care.	
		c-- ___% of ___# individuals indicate more knowledge around available community resources.	
		d--___% of ___# individuals who don not fall within acceptable range for health screenings are referred to appropriate community resources.	
11--Individuals are able to provide treatment in an emergency situation (Secondary)	___% of ___# individuals that pass the nationally-certified health and safety education courses.		

Health Independence For All
 Facilitate Physical Behavioral Health Services for all Residents- Prescribed Units of Service, Outcomes and Indicators
 Draft 2-2-10

STRATEGY: Facilitate Physical & Behavioral Health Services for All Residents: Access, Prevention, & Treatment		END-OUTCOME/GOAL: Youth and Adults are healthy and avoid risky behaviors.	
Focus	Units of Service	Outcomes	Targets & Indicators
Wellness and Risk Prevention	V--# of information and referral calls	12--Substance abuse is prevented or reduced (Primary)	a-- ___% of ___# adults who do not use illegal drugs.
	W--# of participant hours of health education		b-- ___% of ___# youth who do not use illegal drugs.
	X--# of health screenings completed		c-- ___% of ___# adults who do not abuse prescription or over the counter drugs.
	Y--# of drug tests administered		d-- ___% of ___# youth who do not abuse prescription or over the counter drugs.
	Z--# of participant hours of counseling/intervention services		e-- ___% of ___# adults who do not use tobacco.
			f-- ___% of ___# youth who do not use tobacco.
	A1--# of participant hours of assessment/evaluation	13--Alcohol abuse is prevented or reduced (Primary)	a-- ___% of ___# adults who do not abuse alcohol.
	A2--# of participant hours of risk prevention education sessions		b-- ___% of ___# youth who do not use alcohol.
		14--Individuals maintain a healthy lifestyle (Primary)	a-- ___% of ___# individuals who consume well balanced meals.
			b-- ___% of ___# individuals within acceptable BMI range for age.
			c-- ___% of ___# youth who exercise three or more days a week.
			d-- ___% of ___# youth who are physically fit.

Health Independence For All
 Facilitate Physical Behavioral Health Services for all Residents- Prescribed Units of Service, Outcomes and Indicators
 Draft 2-2-10

	15--Individuals avoid risky behaviors (Primary)	a--___% of ___# adults who abstain or practice safe sex.
		b--___% of ___# youth who abstain or practice safe sex.
		c--___% of ___# youth who have a decrease in arrests for violent acts.
		d--___% of ___# youth who have no arrests for violent acts.
		e--___% of ___# youth who have a decrease in school disciplinary actions for violence.
		f--___% of ___# youth have no school disciplinary actions for violence.
		g--___% of ___# youth who did not recidivate 6 months after successfully completing the program.
	16--Individuals have up to date information on the services they need (Secondary)	a--___% of ___# individuals increase their knowledge of services addressing substance/alcohol abuse.
		b--___% of ___# individuals increase their knowledge of healthy lifestyle services.
	17--Individuals have up to date information on avoiding risky situations (Secondary)	a--___% of ___# adults increase their knowledge on ways to prevent unintended injuries, accidents and their consequences.
		b--___% of ___# youth increase their knowledge on ways to prevent unintended injuries, accidents and their consequences.
		c--___% of ___# adults increase their knowledge on ways to prevent infectious diseases.
		d--___% of ___# youth increase their knowledge on ways to prevent infectious diseases.
		e--___% of ___# adults increase their knowledge on ways to identify dangerous situations and avoid them.
		f--___% of ___# youth increase their knowledge on ways to identify dangerous situations and avoid them.

STRATEGY:			END-OUTCOME/GOAL:
Take Care of our Seniors			Seniors have the best possible quality of life.
Focus	Units of Service	Outcomes	Targets & Indicators
Supports for Independence	A--# of homemaker hours with ancillary services	1--Seniors (and those with disabilities) are better able to function independently (Primary)	a-- ___% of ___# individuals successfully engaging in self-care activities.
	B--# of meals provided		b-- ___% of ___# individuals who improve their strength, endurance and/or mobility status.
	C--# of health supports provided		c-- ___% of ___# individuals who maintain their strength, endurance and/or mobility status.
	D--# of participant days of Adult Day Care		d-- ___% of ___# individuals who use assistive/adaptive devices to improve performance of daily routines and/or social activities.
	E--# of participant days of Adult Day Health Care		e-- ___% of ___# individuals participating in group exercise activities.
	F--# of participant hours of group exercise or group recreational activities ("Homemaker Activities")		f-- ___% of ___# individuals participating in group recreational activities.
	G--# of assistive/adaptive devices provided		g-- ___% of ___# who receive transportation assistance to access community resources.
	H--# of information and referral calls	2--Individuals live in safe, stable living environments (Primary)	a-- ___% of ___# individuals who receive emergency care within 2 minutes of pressing the Lifeline button.
	I--# of participant hours of translation/interpretation services		b-- ___% of ___# individuals' homes that are clean and safe.
	J--# of participant hours of occupational therapy	3--Individuals have up to date information on the services in the community (Secondary)	___% of ___# individuals indicate they are more knowledgeable on available services for seniors.
	K--# of participant home assessments		
	L--# of self-care activities		
	M--# of assessments/intakes		

STRATEGY: Take Care of our Seniors		END-OUTCOME/GOAL: Seniors have the best possible quality of life.	
Focus	Units of Service	Outcomes	Targets & Indicators
Care for the Caregiver	N--# of meals provided	4--Caregivers are better able to cope with the daily routine of care giving (Primary)	___% of ___ # of caregivers who increase care giving coping skills.
	O--# of transportation trips (one-way)		
	P--# of participant days of adult day care	5--Caregiver has respite from care giving (Primary)	a--___% of ___ # of caregivers who increase time for themselves.
	Q--# of participant days of adult day health care		b--___% of ___ # of caregivers whose stress is reduced.
	R--# of participant hours in fitness/recreation programs		
	S--# of joint treatment planning sessions (Caregiver and Participant)	6--Families' emotional health improves (Primary)	a--___% of ___ # of families who grow emotional.
	T--# of caregiver counseling hours provided		b--___% of ___ # of families whose arguing/conflict decreases.
U--# of participant hours in caregiver support groups			

STRATEGY: Take Care of our Seniors		END-OUTCOME/GOAL: Seniors have the best possible quality of life.	
Focus	Units of Service	Outcomes	Targets & Indicators
End of Life care	V--# of patient hours of respite care	7--Patients/Caregivers cope with psychological /emotional stress (Primary)	___% of ___ # Patients/Caregivers cope better with end of life issues.
	W--# of patient hours of direct health care		
	X--# of health education sessions	8--Patient's pain is well managed (Primary)	___% of ___ # of times pain goal is reached.
	Y--# of participant hours of end of life care counseling		

STRATEGY: Assist those with Disabilities		END-OUTCOME/GOAL: Individuals with Disabilities have the best possible quality of life.	
Focus	Units of Service	Outcomes	Targets & Indicators
Early Intervention	A--# of information and referral calls and personal contacts	1--Children with disabilities achieve progress toward age appropriate daily tasks (Primary)	a--___% of ___# children increase the number of age appropriate daily tasks they can perform. b--% of ___# individuals who successfully use assistive devices to improve functioning/interaction with daily routines.
	B--# of participant hours of education sessions	2--Children develop to maximum capacity in age appropriate developmental milestones considering their disability (Primary)	a--___% of ___# infants and toddlers develop to maximum capacity in 1 or more domains: gross motor development, fine motor development, cognitive development, self-help development, social emotional development and/or communication/language development.*
	C--# of participant hours of health screenings	3--Children with disabilities improve social interactions and/or communicative interactions with other	a--___% of ___# individuals who successfully use assistive devices to improve functioning/interaction with daily routines. b--___# of ___% parents/caregivers indicate that they are better able to communicate with their children.
	D--# of participant hours of assessment/evaluation	4--Children and Families receive effective Early Intervention Services (Primary)	___% of ___# families who receive timely and effective intervention services.
	E--# of participant hours of special instruction- center based	5--Parents/Caregivers have up to date information on the services available in the community (Secondary)	___% of ___# individuals indicate they are more knowledgeable on available services for children with disabilities.
	F--# of participant hours of therapeutic care- center based	6--Parents/Caregivers are actively involved in their child's therapeutic services (Secondary)	___% of ___# parents/caregivers participate in a minimum of 75% of their children's therapeutic services.
	G--# of participant hours of special instruction- home based		
	H--# of participant hours of therapeutic care- home based		
	I--# of children beginning early intervention services		
	J--# of participant hours of case management		

* Report on each items separately.

STRATEGY: Assist those with Disabilities			END-OUTCOME/GOAL: Individuals with Disabilities have the best possible quality of life.
Focus	Units of Service	Outcomes	Targets & Indicators
Supports for Independence	K--# of homemaker hours with ancillary services	7--Individuals with disabilities are better able to function independently (Primary)	a--___% of ___# individuals are successfully engaging in self-care activities/daily activities.
	L--# of meals provided		b--___% of ___# individuals participating in group exercise activities.
	M--# of assistive/adaptive devices provided		c--___% of ___# individuals participating in group recreational activities.
	N--# of information and referral calls		d-- ___% of ___# individuals participating in recreation activities/exercise
	O--# of participant hours of translation/interpretation services		e--___% of ___# individuals who use assistive/adaptive devices improve performance of daily routines and/or social activities.
	P--# of participant hours of occupational therapy		f--___% of ___# individuals who improve their strength, endurance and/or mobility status.
	Q--# of participant hours of group exercise or group recreational activities		8--Individuals live in safe, stable living environments (Primary)
	R--# of participants hours of counseling provided	b--___% of ___# individuals' homes that are clean and safe.	
	S--# of participant hours in support groups	9--Individuals have up to date information on the services available in the community (Secondary)	
	T--# of participant hours of education sessions		
	U--# of participant home assessments		
	V--# of participant hours of self-care activities		
	W--# of medical supports provided		

STRATEGY: Assist those with Disabilities		END-OUTCOME/GOAL: Individuals with Disabilities have the best possible quality of life.	
Focus	Units of Service	Outcomes	Targets & Indicators
Care for the Caregiver	X--# of meals provided	10--Caregivers are better able to cope with the daily routine of care giving (Primary)	___% of ___# of caregivers who increase care giving coping skills.
	Y--# of transportation trips (one-way)		
	Z--# of participant hours in fitness/recreation programs	11--Caregiver has respite from care giving (Primary)	a--___% of ___# of caregivers who increase time for themselves.
	A1--# of joint treatment planning sessions (Caregiver and Participant)		b--___% of ___# of caregivers whose stress is reduced.
	A2--# of caregiver counseling hours provided	12--Families' emotional health improves (Primary)	a--___% of ___# of families who grow emotionally.
	A3--# of participant hours in caregiver support groups		b--___% of ___# of families whose arguing/conflict decreases.
A4--# of participant hours of respite care provided			