

Key Goals and Evaluation Indicators

A Logic Model was used as a foundation to guide evaluation. Both process and outcome evaluations were conducted. Key goals and evaluation indicators are identified below.

An HCBS Quality Enhancement Advisory Council is developed and supported

- Track Advisory council member participation and satisfaction.

Capacity Building: Enhanced Professional Development of DSPs & FLS

- Track trainings completion, satisfaction and pre-post knowledge gains

Providers will demonstrate increased ability to retain and develop staff

- Track staff retention and turnover rates, track strategies for staff retention including incentives, bonuses (whether they were successful)
- Track wages of staff bi-annually

Provider organizations will report increased ability to understand, and respond to, trends in incident reports which hinder quality

- Track monitoring using Therap Business Intelligence Tools
- Track, discuss and respond to General Events Reporting trends

People with I/DD receiving supports will demonstrate increased achievement of personal goals

- Track Data Driven Outcomes that map ISP goals and progress notes to aggregated domains (Choice, Meaningful Activities, Person-Centered Practices, Safety, Health & Wellbeing and Social Connectedness & Relationships). Goals were identified as being 'Important to' or 'Important for' the individual and were tracked in terms of the percentage of goals being 'achieved', 'in progress' or 'not achieved'.
- Track number of trainings completed by Direct Support Professionals and the percentage of goals achieved, in progress and not achieved by the individuals with disabilities that they serve.