

Performance Outcome Report for Program Year _____

In the Program Plan submitted with your application, you identified measures of: Consumer Access, Consumer Outcomes, and Utilization. Utilization data and relevant comments have been captured in the quarterly service activity reports you submitted. Consumer Access and Consumer Outcome findings are reported on only at the end of the program year.

Agency name:

Program name:

Consumer Access – complete at end of year only

Eligibility

In the Program Plan, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. Please comment on each area below. It may be helpful to look at the Program Plan.

1. YES/NO - Did the stated criteria serve the purpose of providing people the services/ supports they were seeking? If NO, comment on causes and possible solutions.

2. YES/NO - Did the stated process for determining that the person and program were right for each other work well? If NO, comment on causes and possible solutions.

3. YES/NO - Did the stated outreach activities support appropriate matches between people and program services? If NO, comment on causes and possible solutions.

4. Compare year-end actual result with the application estimate of days from completed assessment to start of services. Comment on findings, especially if unexpected.

5. Compare the year-end result with the application estimate of % of eligible people who engaged in program services within the above timeframe. Comment on the finding.

6. Compare year-end result with the application estimate of length of participant engagement. Especially if the result was unexpected, comment on this finding.

7. If your program collected demographic information beyond the standard categories reported each quarter, comment on the data and what they suggest for the program.

Consumer Outcomes – complete at end of year only

In the Program Plan, you identified positive outcomes people would experience as a result of participating in the program. You also identified measurement tools and targets for each outcome. Include original information and comment on the actual results.

In the chart below:

- Copy each numbered **Outcome** (expected program impact on participants) from your application Program Plan. Include the specific target and the actual result.
- List the specific survey or **assessment tool** you used to collect the outcome information. *If different from the tool indicated in the original application, include a note explaining the change.*
- Indicate the **source of information**, e.g. participant, participant’s guardian(s), clinician/service provider, other program staff (indicate their role). Please report all sources of information that apply for each assessment tool, e.g. the XYZ survey may be completed by both a youth client and their caregiver(s).

Outcome:	Assessment Tool:	Source:
E.g. 1. Increased empowerment in advocacy clients. Target = 90%. Actual = 95%	E.g., 1. Measure of Victim Empowerment Related to Safety (MOVERS) survey	E.g., 1. Client

1. If outcome information was NOT gathered from every participant, how did you choose who to collect outcome information from?
2. How many total participants did your program have?
3. How many people did you *attempt* to collect outcome information from?
4. How many people did you *actually* collect outcome information from?
5. How often and when was this information collected? (e.g. 1x a year in the spring; at client intake and discharge, etc)

Results

6. What did you learn about the participants and the program from this outcome information? *Be specific when discussing any change or outcome and give quantitative or descriptive information when possible. For example, you might report: Means and, if possible, Standard Deviations; Change Over Time, if assessments occurred at multiple points; Comparisons, e.g., of different strategies related to recruitment, of rates of retention for clients of different ethnic or racial groups, or of characteristics of all clients engaged versus clients retained.*

Optional Example and Program Improvement:

7. OPTIONAL: Describe a typical service delivery case to illustrate the work. This may be a “composite case” that combines information from multiple actual cases.

8. OPTIONAL: In what ways has the evaluation supported the current practice or changes in practice? What changes were made or are planned, based on findings?