

## **POLICY AND PROCEDURE ON PROGRAM EVALUATION AND KEY PERFORMANCE INDICATORS**

### I. PURPOSE

Achieve Services, Inc. is committed to an ongoing evaluation of the services being provided. The Key Performance Indicators are a tool used to measure the effectiveness and the efficiency of the services being provided at Achieve. The purpose of this policy is to outline how the evaluation system is developed, how information is obtained, and how the results are used in creating changes and improving services.

### II. APPLICATION

This document applies to all personnel at Achieve Services, Inc.

### III. POLICY

Achieve Services, Inc. is committed to seeking input from others as to the overall effectiveness and efficiency of our program. The information obtained is used to evaluate current measures and also as a mechanism to promote changes and improvements to our programs. This is done by seeking input from others on a regular basis, in a variety of ways.

### IV. PROCEDURE

- A. Achieve Services, Inc. implements satisfaction surveys to participants, parents, guardians, residential facilities and Board members on a regular basis, (approximately every 18 months). Surveys are designed to seek information on satisfaction with Achieve Services, Inc.'s services, both from an individual satisfaction stand point and an overall agency rating. This survey data is then analyzed and incorporated into the agency outcome process.
- B. Achieve Services, Inc. has developed a Strategic Plan. The plan is developed with a combination of agency staff and board members. The Strategic Plan is reviewed regularly and looks at strengths, needs, accomplishments, current trends, survey information, and input from people served. Short and long range goals are also established that are monitored regularly over the course of the year.
- C. From this process, specific measures and outcomes are identified that are formally tracked and measured as part of the Key Performance Indicators.
- D. Performance Indicators include current demographics and characteristics of people being served. Also tracked are admissions and discharges over the course of a year, goals

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and outcomes being measured and an interpretation of the results. A formal report is completed on a quarterly basis.

- F. The Key Performance Indicators are used at all levels of the organization. The reports are shared with participants, staff, Board of Directors, purchasers of service, and other interested parties.
- G. Key Performance Indicators are reviewed annually as a part of the strategic planning process.