

**OUTCOMES**  
Management  
Reporting

Reporting Period

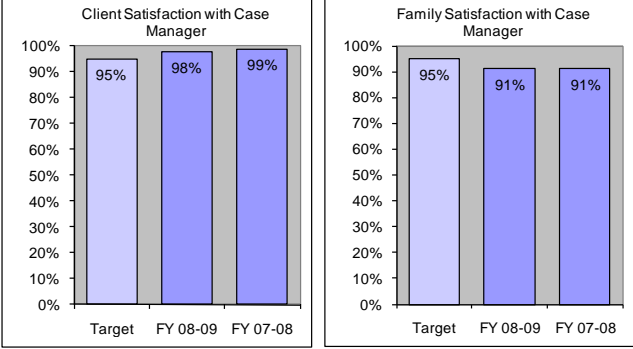
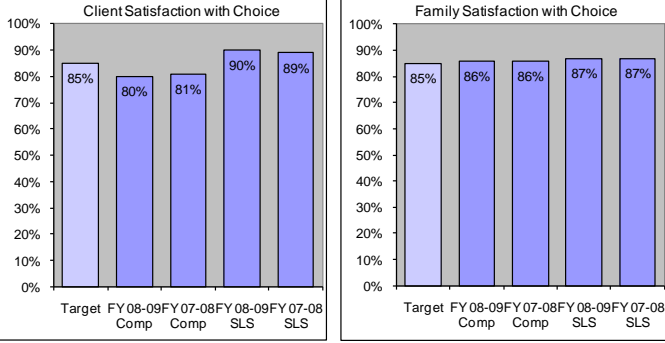
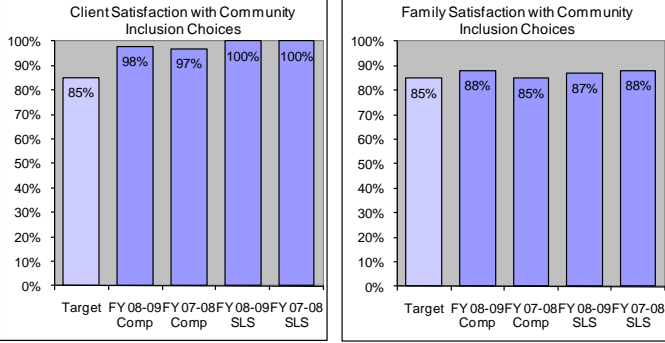
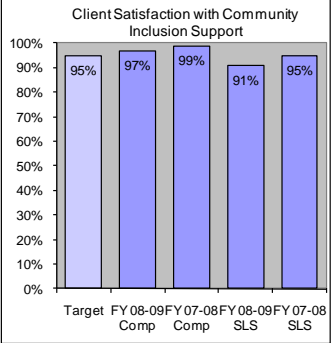
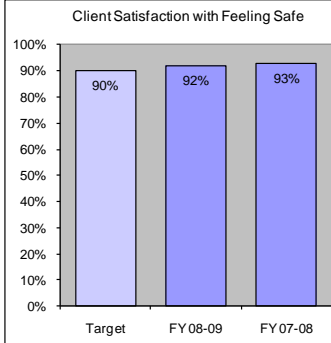
**Fiscal Year**  
**08-09**

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**Foothills Gateway, Inc.**

<b>Objective</b>	<b>Indicator</b>	<b>Who Applied to</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained by</b>
Maximize client and family satisfaction with Case Manager	% positive responses by clients on surveys and average % satisfaction* of families on surveys	Adult clients and families of all clients	Annual	Client and family satisfaction surveys	Survey Administrator
Maximize client and family satisfaction with overall choice	% positive responses by clients on surveys and average % satisfaction* of families on surveys	Adult clients and families of adult clients	Annual	Client and family satisfaction surveys	Survey Administrator
Maximize client and family satisfaction with community inclusion choice	% positive responses by clients on surveys and average % satisfaction* of families on surveys	FGI adult clients and families of FGI adult clients	Annual	Client and family satisfaction surveys	Survey Administrator
Maximize client satisfaction with community inclusion support	% positive responses by clients on surveys	FGI adult clients	Annual	Client satisfaction surveys	Survey Administrator
Maximize client and family satisfaction with feeling safe	% positive responses by clients on surveys and average % satisfaction* of families on surveys	Adult clients and families of adult clients	Annual	Client and family satisfaction surveys	Survey Administrator

\* Likert Scale converted to percentage

Data	Achieved	Comments
	<p>Yes for adult Clients, No for families of all Clients</p>	<p>Comments: While benchmark has been set high, maintaining a 91% in satisfaction from families is viewed as positive.</p> <p>Recommendations: Maintain target levels for Client satisfaction with Case Manager. Maintain efforts to increase satisfaction of families with case managers. Given recent systemic changes, consider lower family satisfaction with Case Manager target</p>
	<p>No for Comp Clients, Yes for SLS Clients and families of all Clients</p>	<p>Comments: 1% change is not significant. Family satisfaction remained above target level.</p> <p>Recommendations: Maintain target levels for both Client and family satisfaction areas and maintain efforts to increase Comp Client satisfaction with choice.</p>
	<p>Yes</p>	<p>Comments: 1% change is not significant. All satisfaction levels remained above target.</p> <p>Recommendations: Maintain target levels for both client and family satisfaction and maintain maintenance of efforts in community inclusion choices.</p>
	<p>Yes in Comp, No for SLS</p>	<p>Comments: Above target in Comp while a 4% drop was seen in SLS.</p> <p>Recommendations: Maintain target levels for both Comp and SLS and maintain efforts to provide satisfactory community inclusion supports to all clients.</p>
	<p>Yes</p>	<p>Comments: 1% change is not significant. Met target level.</p> <p>Recommendations: Maintain target level. While our hope is to attain 100% feeling of safety for clients, FGI cannot control the safety of situations in which clients sometimes voluntarily put themselves.</p>

<b>Objective</b>	<b>Indicator</b>	<b>Who Applied to</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained by</b>
Maximize client and family indication of being informed of their rights	% positive responses by clients on surveys and average % satisfaction* of families on surveys	Adult clients and families of all clients	Annual	Client and family satisfaction surveys	Survey Administrator
Maximize Client employment satisfaction	% positive responses by clients on surveys	FGI Clients whose primary day program is Supported Employment	Annual	Client satisfaction surveys	Survey Administrator
Maximize Client employment retention	% clients in FGI Supported Employment program who have been employed continuously for the past 6 months	FGI Clients whose primary day program is Supported Employment	Quarterly	FGI Supported Employment Tracking application	FGI Supported Employment
Minimize General and Administrative expenses	% general and administrative expenses of total agency expenses	All expenses/costs for FGI	Annual	Annual Audit	Finance Department
Minimize staff turnover	% employees terminated during the year	All separated employees	Annual	Payroll Software	HR Department

\* Likert Scale converted to percentage

Data	Achieved	Comments																
<p><b>Client indication of being informed of their rights</b></p> <table border="1"> <tr><th>Category</th><th>Value</th></tr> <tr><td>Target</td><td>100%</td></tr> <tr><td>FY 08-09</td><td>84%</td></tr> <tr><td>FY 07-08</td><td>85%</td></tr> </table> <p><b>Family indication of being informed of their rights</b></p> <table border="1"> <tr><th>Category</th><th>Value</th></tr> <tr><td>Target</td><td>100%</td></tr> <tr><td>FY 08-09</td><td>93%</td></tr> <tr><td>FY 07-08</td><td>94%</td></tr> </table>	Category	Value	Target	100%	FY 08-09	84%	FY 07-08	85%	Category	Value	Target	100%	FY 08-09	93%	FY 07-08	94%	No	<p>Comments: While target levels were not achieved, FGI does have documentation that 100% of both clients and families have received and been informed of their rights.</p> <p>Recommendations: Maintain target level and continue to inform all clients and families of their rights.</p>
Category	Value																	
Target	100%																	
FY 08-09	84%																	
FY 07-08	85%																	
Category	Value																	
Target	100%																	
FY 08-09	93%																	
FY 07-08	94%																	
<p><b>Client employment satisfaction</b></p> <table border="1"> <tr><th>Category</th><th>Value</th></tr> <tr><td>Target Comp</td><td>90%</td></tr> <tr><td>FY 08-09 Comp</td><td>88%</td></tr> <tr><td>FY 07-08 Comp</td><td>89%</td></tr> <tr><td>Target SLS</td><td>90%</td></tr> <tr><td>FY 08-09 SLS</td><td>98%</td></tr> <tr><td>FY 07-08 SLS</td><td>96%</td></tr> </table>	Category	Value	Target Comp	90%	FY 08-09 Comp	88%	FY 07-08 Comp	89%	Target SLS	90%	FY 08-09 SLS	98%	FY 07-08 SLS	96%	No for Comp, Yes for SLS	<p>Comments: The ongoing recession has affected employment for both comp and SLS clients.</p> <p>Recommendations: Maintain target levels for both Comp and SLS and maintain efforts.</p>		
Category	Value																	
Target Comp	90%																	
FY 08-09 Comp	88%																	
FY 07-08 Comp	89%																	
Target SLS	90%																	
FY 08-09 SLS	98%																	
FY 07-08 SLS	96%																	
<p><b>% Adult Clients enrolled in FGI Supported Employment who have been employed continuously for 6 months</b></p> <table border="1"> <tr><th>Category</th><th>Value</th></tr> <tr><td>Target Comp</td><td>70%</td></tr> <tr><td>FY 08-09 Comp</td><td>74%</td></tr> <tr><td>FY 07-08 Comp</td><td>65%</td></tr> <tr><td>Target SLS</td><td>80%</td></tr> <tr><td>FY 08-09 SLS</td><td>82%</td></tr> <tr><td>FY 07-08 SLS</td><td>94%</td></tr> </table>	Category	Value	Target Comp	70%	FY 08-09 Comp	74%	FY 07-08 Comp	65%	Target SLS	80%	FY 08-09 SLS	82%	FY 07-08 SLS	94%	Yes	<p>Comments: Comp clients realized a 9% increase while SLS clients realized a 12% decrease in continuous employment. Both groups are above target level. Most of the clients in jobs are SLS clients. The ongoing recession has affected job retention.</p> <p>Recommendations: Maintain target levels for both Comp and SLS and maintain efforts.</p>		
Category	Value																	
Target Comp	70%																	
FY 08-09 Comp	74%																	
FY 07-08 Comp	65%																	
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<p><b>% General and Administrative expenses of total agency expenses</b></p> <table border="1"> <tr><th>Category</th><th>Value</th></tr> <tr><td>Target</td><td>9.5%</td></tr> <tr><td>FY 08-09</td><td>8.5%</td></tr> <tr><td>FY 07-08</td><td>10.1%</td></tr> </table>	Category	Value	Target	9.5%	FY 08-09	8.5%	FY 07-08	10.1%	Yes	<p>Comments: Revenue increased in FY 08-09 while administrative costs maintained constant.</p> <p>Recommendations: Maintain target level and maintain efforts to keep administrative costs down.</p>								
Category	Value																	
Target	9.5%																	
FY 08-09	8.5%																	
FY 07-08	10.1%																	
<p><b>% turnover</b></p> <table border="1"> <tr><th>Category</th><th>Value</th></tr> <tr><td>Target</td><td>35%</td></tr> <tr><td>FY 08-09</td><td>36%</td></tr> <tr><td>FY 07-08</td><td>42%</td></tr> </table>	Category	Value	Target	35%	FY 08-09	36%	FY 07-08	42%	No	<p>Comments: The ongoing recession has helped realize a decrease in staff turnover.</p> <p>Recommendations: Maintain target level and maintain efforts to retain staff.</p>								
Category	Value																	
Target	35%																	
FY 08-09	36%																	
FY 07-08	42%																	