

Hope Haven Children's Clinic and Family Center
Program Outcome Measures
2010

<u>Program</u>	<u>Outcome</u>	<u>Measurement</u>	<u>Results</u>
Intake	90 % of clients completing the process will report that their needs are identified and staff recommendations are beneficial	Parent or guardian satisfaction questionnaire	99% reported accurate identification of needs and 98% stated that staff recommendations were beneficial
Tutoring	80% of students will experience improved grades/test scores	Pre and post tests Report cards	Summer academic camp -100% General tutoring – 83% Skills for success – 90%
Education	80 % of school visits will provide information that has a direct bearing on the final diagnosis	Agreement between observations and initial diagnosis	93% of school visits provided information that had a direct bearing on the diagnosis
Psych and Clinical	80% of students will demonstrated improved social problem-solving	Pre and post tests	100% of elementary aged improved 86% of middle schoolers improved
Autism	80% of children will show progress towards treatment goals	Progress towards treatment goals	100% of children progressed in OT, PT and/or speech
	90% of parents will express satisfaction and 80% will report decreased stress within 3 months of beginning services	Parent report (surveys)	100% of parents were satisfied with services and 100% had less stress

<u>Program</u>	<u>Outcome</u>	<u>Measurement</u>	<u>Results</u>
Autism	100% of children will demonstrate improved social skills in 10 of 15 targeted areas	Parent & teacher rating scales	100% of children demonstrated improvement in 14 out of 15 areas
Down Syndrome	90 % of Families will learn to recognize child's progress and to understand appropriate interventions	Parent report (survey)	91% of families answered outcome-focused questions positively.
Speech	Measurable growth in articulation, vocabulary and grammar proficiency for 90% of students	Pre and post tests	100% of students improved in at least one area.
Adult Services	50% of Project Search grads will obtain paid employment within 6 months	Progress notes	63% obtained paid employment within 6 months
	85% of consumers will report satisfaction with services offered to adult program participants	Surveys of persons served	100% of the persons served expressed satisfaction or better.
	85% of persons served will maintain employment for at least one year	Progress notes	89% maintained one year or more of employment
After School	90% of students will improve academic performance	Progress notes	91% improved academic performance