

PROPOSED CLP PERFORMANCE MEASURES

Desired Outcome	Indicator (projected # expected to achieve outcome)	Results (Actual # who achieve results)	Measurement tool	Data Source	Frequency of collection and reporting
CLP clients avoid institutionalization	85%		Identify number of CLP clients on a PAS screening/ total number of CLP clients	Client names monitored through PAS intake	Annual
Clients determine goals in their action or service plan	100%		Identify positive or yes responses to questions in QIP (to be developed)/total number of CLP clients	Revised QIP section in INsite	Quarterly
Clients are satisfied with their CLP action plan and services	100%		Identify positive or yes responses to questions in QIP (to be developed)/total number of CLP clients	Revised QIP section in INsite	Quarterly
Provision of informal supports to client increases	75%		Identify number of informal supports on new service plans/number of informal supports for clients at CLP onset	TBD	Quarterly
Number of persons on the C.H.O.I.C.E. wait list are reduced	25%		Number on waitlist/number at CLP onset	INsite	Quarterly
C.H.O.I.C.E. expenditures per client are reduced	25%		Average C.H.O.I.C.E. expenditures per client/per client expenditures at CLP onset	INsite	Quarterly

For distribution and review at CHOICE Board meeting on 10/9/14