

**Outcomes Measurement Plan
Summary Final Report – FY2004-2005**

Services	Goal	Accomplished?		Comments
		Yes	No	
Vision, Mission and Guided Principles Statements	Review Mission, Vision and Guided Principles Statements annually	X		
Stakeholder Survey Results	Conduct and analyze stakeholder surveys annually	X		In April, 2005
MENTAL RETARDATION SERVICES				
Monacan Services	80% productivity average across consumers		X	Goal revised for 2006 plan.
	Consumers will spend an average of 60% of their time at Monacan Services on paid work activities	X		
	Maintain safe, effective consumer/staff ratio in existing programs	X		
	Maintain program operations to CARF standards	X		
	Seek to broaden employment opportunities available to Monacan Services workers	X		
Case Management	Consumers will meet the goals on the Consumer Services Plans	X		
	Individuals newly referred for Mental Retardation Services will receive a response from Case Management within 10 days of the referral	X		

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	Reflect the growth in both counties and in consumer population with growth in the availability of Case Management Services	X		
In Home Support Services	90% of individual service goals will be met during the measurement period		X	Goal revised for 2006.
	Serve all referred consumers with appropriate staffing levels and support services	X		
Parent Infant Education Program	Children served through intervention services will show an overall gain in skills in all developmental areas	X		
	Service provision in the PIEP will adhere 100% to Federally Mandated timelines for response to referral and multi-disciplinary assessment	X		
	Serve all referred consumers with appropriate staffing levels and supports, within federally mandated time frames	X		
CLINICAL SERVICES				
Consumer Satisfaction	Exceed statewide average on all measures	X		
Mental Health Case Management	100% documented face-to-face contacts every 90 days; 100% documented telephone contacts every 30 days	X		
Mental Health Case Management Medical Co-morbidity	90% documentation of contact with primary care physician		X	Within 3% of meeting this goal.

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Mental Health Outpatient Services Medication Polytherapy	80% utilization of atypical antipsychotic medications among consumers receiving antipsychotics	X		
	25% utilization of conventional antipsychotics among consumers also prescribed atypical antipsychotic medications		X	Achieved 22% utilization, goal essentially met.
	The percentage of consumers receiving any antipsychotic who should also be prescribed other psychotropic medications is undetermined			It is measured at 83% for FY2004.
	80% of children and adolescents diagnosed as ADHD receiving medication for symptom control	X		
Emergency Services After Hours Response to Service Pages	95% of pages from answering service responded to within 5 minutes	X		
	5% or less incomplete pages from answering service		X	13%
Substance Abuse Outpatient – Continuation after Substance-Related Treatment Initiation	75% of consumers who undergo an intake evaluation will keep 2 additional outpatient appointments, or voluntarily enter detoxification or residential treatment.		X	67%

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Detoxification – Substance Abuse Treatment Following Detoxification	75% of consumers discharged from inpatient detoxification will keep an outpatient intake appointment within 7 days		X	50%
	50% of consumers discharged from inpatient detoxification will enter a substance abuse residential treatment program within 30 days		X	10%
COMMUNITY SUPPORT SERVICES				
Transportation Services	100% safety record for transporting consumers		X	2 Accidents during this period
	Consumers of GPCS Transportation Services will demonstrate an increased level of satisfaction with the transportation provided		X	Not surveyed
	GPCS will reduce the number of 15-passenger vans regularly until they are no longer utilized, as the budget allows	X		
MH/SA Residential Services	Consumers will achieve 60% of their agreed-to goals on their Individualized Services Plan (ISP)		X	Continue to pursue this goal
	To accurately assess the need for future directions for the MH/SA Residential Services	X		
Virginia House	85% of all active consumers at Virginia House will participate in at least one Mental Health Awareness group per month for the next twelve months	X		

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	50% of active Virginia House consumers will participate in at least one community integration activity per month for the next twelve months		X	Limited by Staff availability, not consumer interest.
	50% of all active consumers at Virginia House will participate in at least one paid-work crew each month for the next twelve months	X		
	100% of all active consumers at Virginia House will attain 75% of their PSR goals and objectives as specified in their individual rehabilitation plans during the next twelve months	X		Goal essentially met, see text for details.
Prevention Services	Awareness of the identified needs within the communities that are served by GPCS		X	Grants not funded.
	Increase the number of community based prevention activities by 10%.	X		
	10% increase in participation in the Partners in Prevention, the community-based prevention planning team in each county	X		
ADMINISTRATION SERVICES				
Reimbursement	Increase fee collections	X		
Support Services	Increase the efficiency of the front office			
Personnel	To simplify the filing system of personnel records	X		
Computer Hardware/Software	To have affordable software/hardware			

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	available to staff in order to process work tasks efficiently	X		
Buildings & Grounds	To provide unrestricted access to any GPCS building	X		
	To investigate inventory of all buildings to determine if replacement(s) are needed	X		
HIPAA	Agency would be compliant in all aspects of HIPAA requirements	X		