CASE MANAGEMENT

ACCESS TO SERVICES:

- **TARGET 98%**
  - Children will be assigned within 30 days of eligibility for Case Management

- **TARGET 95%**
  - Families are contacted within 5 days of assignment by case manager

EFFICIENCY OF SERVICES

- **TARGET 90%**
  - All team members on child’s team will be contacted quarterly

EFFECTIVENESS OF SERVICES

- All children will participate and contribute to the life of the community
  - ACCUMULATIVE YEARLY TARGET 90%
  - 94%

- Case manager will advocate for children in at least one school meeting each school year
  - ACCUMULATIVE YEARLY TARGET 90%
  - 89%

SATISFACTION WITH SERVICES:

- Families indicate that their family is benefiting from services
  - 94%

- Families are satisfied with services
  - 97%

- Families are satisfied with their child’s care coordination
  - 97%

- Families are engaged
  - 97%

- Referral sources are satisfied with services
  - 100%

JULY 1, 2018 – JUNE 30, 2019

ANNUAL OUTCOMES