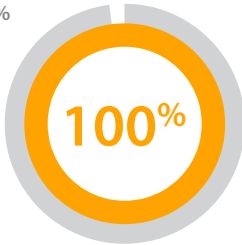




CASE MANAGEMENT

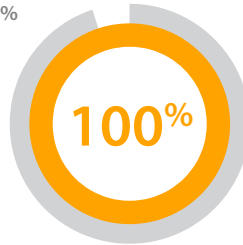
ACCESS TO SERVICES:

TARGET 98%



Children will be assigned within 30 days of eligibility for Case Management

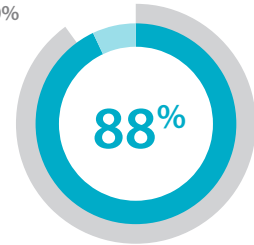
TARGET 95%



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%

Case manager will advocate for children in at least one school meeting each school year



ACCUMULATIVE YEARLY TARGET 90%

SATISFACTION WITH SERVICES:

Families indicate that their family is benefiting from services



Families are satisfied with services



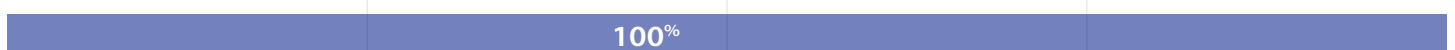
Families are satisfied with their child's care coordination



Families are engaged



Referral sources are satisfied with services



0% 25% 50% 75% 100%

