

PROGRAM DEVELOPMENT, RESEARCH, AND EVALUATION

Fiscal Year 2008

2nd Quarter

Goal Statement

To improve human services standards of practice through a system of research, planning, collaborative funding proposal submissions, contract performance evaluation, technical assistance, training and recognition of service provider achievement.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Percent of HSD contracted agencies assigned to the Division for evaluation that are provided technical assistance	100	32	95	
Percent of Human Services TRAIN Institute attendees demonstrating increased knowledge in training post-tests	91	86	98	
Percent of service providers scheduled for recertification that meet or exceed established criteria	89	69	90	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percent of funding proposals submitted to support Department's Business Plan/Commission Goals	N/A	N/A	80	
Amount of funding (in millions) leveraged by County (new grant dollars awarded)	N/A	N/A	6	
Average number of contracts assigned per evaluator	N/A	25	25	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.