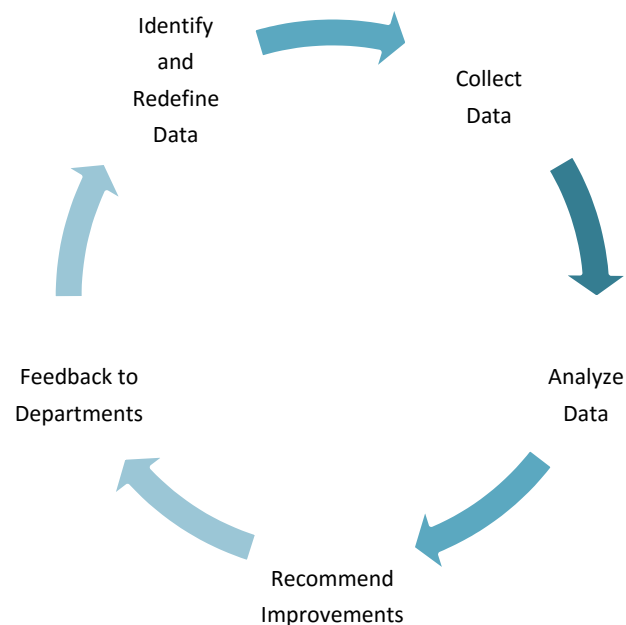


The Outcome Measures Process

Benchmark Human Services (Benchmark) pursues measures based on feedback and direction from each department's primary customers, who ultimately define quality for the organization. Data here also includes quantifiable outcomes in areas such as consumer goal obtainment, profitability, staff productivity, overtime, and turnover, so that each department develops annual objectives that measure, at minimum:

- Efficiency in service delivery
- Effectiveness in service delivery
- Satisfaction of the various customer groups

Remaining focused on the fact that the human services industry has become increasingly competitive for both employee recruitment and provider services, we strive to not merely satisfy customers but to exceed their expectations. This requires deliberate attention to quality in essential services, delivery speed and recognizable extra touches that make a difference in the lives of individuals served.



Benchmark's outcome measurement system creates a chain of information and analysis to assist in reaping meaningful data that are translated into substantive results.

Data analysis remains critical to the success of an outcome measurement system. To that end, Benchmark departments and focus/feedback groups review data and identify trends by service, customer base, geography, etc.

As the organization has expanded services to new areas and populations, baseline performance data has been instrumental in assessing potential new markets. While existing performance data helped us market our services originally, we also collect and analyze similar data in new service areas. Studying data trends and analyses provide guideposts for making adjustments in hiring, training, programming, service delivery, policies and procedures.