

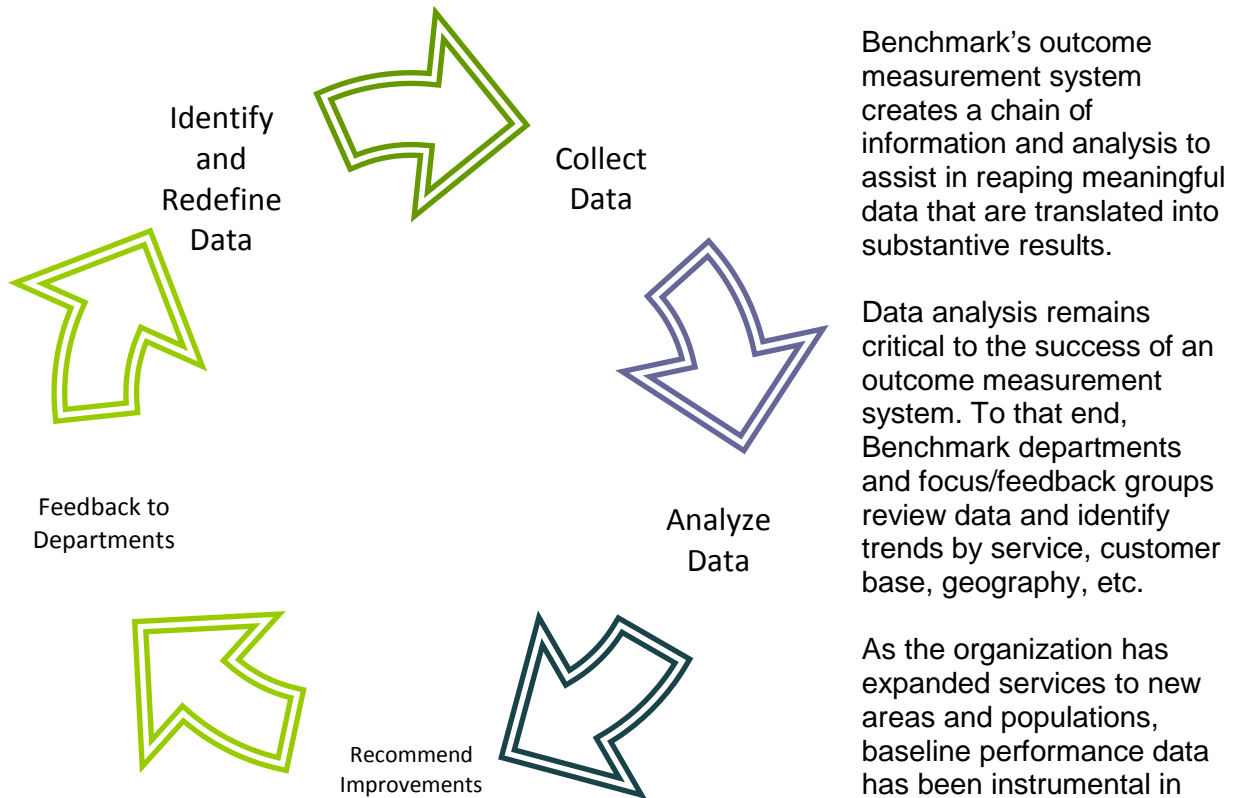
## THE OUTCOME MEASURES PROCESS

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Benchmark Human Services pursues measures based on feedback and direction from each department's primary customers, who ultimately define quality for Benchmark. 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 consumer's life.



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

This outcome measurement report summarizes results achieved during fiscal year 2014 which begins July 1, 2013 and ends June 30, 2014. Please note that during the 2014 fiscal year, Benchmark Human Services operated under the name AWS/Benchmark.