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Performance Indicators and Outcomes  
 MHSA, just as AB2034 legislation specifically mandated some anticipated standards for service delivery. The data collection was based on these items, which were called "objective quality of life" performance indicators. The anticipated outcomes, as stated in the legislation, were as follows:

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1. "Live in the most independent, least restrictive housing feasible in the local community" with necessary structures provided that would make it possible for children to remain, or reunify, with their families.
2. Engage in the highest level of work or productive activity.
3. Create and maintain a support system consisting of friends, family, and participation in community activities

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- a. Access an appropriate level of academic education or vocational training
- b. Obtain an adequate income
- c. Self-manage their illness and exert as much control as possible over both the day-to-day and long-term decisions which affect their lives
- d. Access necessary physical health care and maintain the best possible physical health

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8. Reduce or eliminate serious antisocial or criminal behavior and thereby reduce or eliminate their contact with criminal justice system.

9. Have freedom from dangerous addictive substances.

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“if we don't know where we are going, we may end up where we don't want to go”

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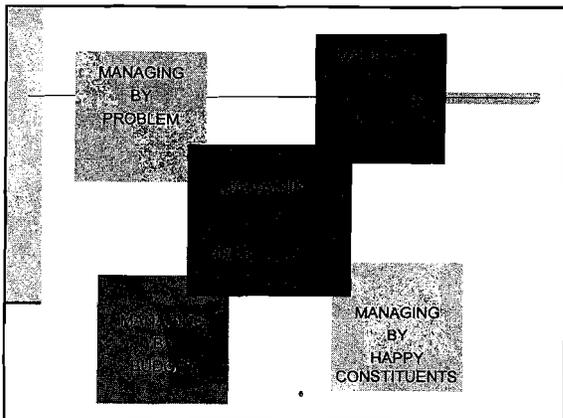
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### Data is Ineffective Unless We...

**Collect It**

- If we can count it, we can manage it

**Correct It**

- Garbage in; Garbage Out

**Analyze It**

- Let the data speak to us

**Use It**

- Utilize data to produce a positive change

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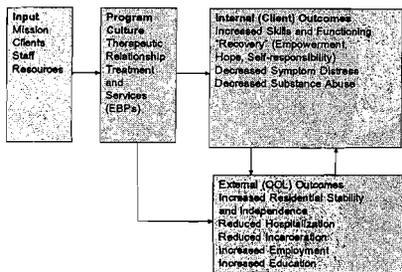
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### Logic Model



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### Managing Information

- Select the information that is important for increasing client outcomes.
  - Give the information/data to staff.
  - Teach staff how to use the information.
  - Give the data relevance - find ways to help give the data meaning to others.
  - Make sure concrete action steps follow review of data.

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## Performance Planning

- Choose an outcome area where you would like to see improvement
- Write a goal for the outcome area chosen

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--- "If it is to be, it is up to me." ---

### Performance Plan

Agency:

Name:

Date:

**Goal:**

Tasks to achieve goal	Responsibility	Date to be Accomplished	Date Accomplished	Comments