

PROGRAM DEVELOPMENT, RESEARCH, AND EVALUATION

Fiscal Year 2007 - 1st 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Percentage of HSD contracted agencies assigned to the Division for evaluation that are provided technical assistance	100	100	91
Percentage of Human Services Training Academy attendees reporting increased knowledge in training post-tests	100	91	96
Percentage of agencies applying for Certification for the first time who attain Certification status within 180 days from the receipt of application	N/A	100	80
Percentage of agencies scheduled for recertification that will maintain or exceed their current Certification status	N/A	78	90
External customer satisfaction rating (%)	N/A	N/A	100
Percentage of funding proposals submitted in support of the Human Services Department's Business Plan in the areas of economic stability, economic growth, behavioral health/addiction, HIV/AIDS, housing/homelessness & elderly/veterans programs/services	N/A	N/A	80
Average number of staff hours per contract processed by the Contract Repository	N/A	1	1