

PROGRAM DEVELOPMENT, RESEARCH, AND EVALUATION

Fiscal Year 2005

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	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Percentage of contracts assigned to and received by the Division that were monitored by site visit	N/A	89	90	94	5%	
Percentage of Human Services Training Academy attendees reporting increased knowledge in training post-tests	N/A	96	90	95	-1%	
Percentage of responses to certification applications that were initiated within 10 days of receipt	N/A	100	90	98	-2%	
External customer satisfaction rating (%)	100	86	100	98	12%	
Percentage of funding proposals submitted that support mental health/substance abuse, housing/homelessness & elderly/veterans programs/services	N/A	N/A	80	83	N/A	