

Northern Opportunity Works  
 Outcomes Measurement and Management for continuous Service Improvement  
 2015

**GOAL:** Assisting individuals to obtain and maintain community employment.

**Objective:** Provide knowledge, hope, empowerment and meaning to life to individuals seeking employment.

Indicators	Measures	Who applied to	Data source	Responsibility for data collection	Time of measure	Expectancies		Results 2015	Influencing factors
						Min	Goal		
Obtaining Competitive Employment	% of clients who obtain Competitive employment	All clients seeking employment	Credible	Program Coordinator	Start of competitive employment	40%	50%	52.8% (73/138)	Local employment rates/Staff turnover
Maintaining Competitive Employment	% of clients who maintain competitive employment	All clients who become employed by October 2, 2015—90 days before Dec 31, 2015	Credible	Program Coordinator	End of successful employment (90 days)	40%	50%	69.8% (44/63)	Local employment rates / Staff turnover
Reasonable Wages for Competitive jobs	Average hourly wage	All graduates	Credible/Master Roster	Program Coordinator	Start of competitive employment	9.00	9.50	\$9.69	Prevailing wages and competition
Reasonable hours for Competitive jobs	Average hours per week	All graduates	Credible/Master Roster	Program Coordinator	Start of competitive employment	15	20	22.9	Local employment rates

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Client satisfaction of treatment by NOW staff	Scores on client satisfaction surveys	All participants	Satisfaction Surveys	Program Director	Annually	3	3.5	4.9	Staff stability and/or changes; Limited volunteer response
Clients are involved in making choices about their goals and services	Scores on client satisfaction surveys	All participants	Satisfaction surveys	Program Director	Annually	3	3.5	4.6	Staff stability and/or changes; limited volunteer response
Clients are able to access services in a timely manner	Scores on client satisfaction surveys	All participants	Satisfaction surveys	Program Director	Annually	3	3.5	4.5	Staff stability and/or changes; limited funding sources
Maximizing satisfaction of funding sources	Scores on stakeholders satisfaction surveys questions 1-3	All stakeholders who complete survey	Satisfaction surveys	Program Director	Annually	3	3.5	4.7	Changing administrative regulations