

Performance, Accountability & Quality

Organizational goals are set, as well as goals for individual offices, that are designed to set standards of performance for the organization. With many providers contracting services based on performance, it is necessary for activity to be achieved in order to satisfy the funding source.

Through the Plan of Service, individual goals and objectives are established for participants. These goals and objectives are designed to assist AHEDD in achieving quality activity within the realm of the contract and needs of the participant.

AHEDD establishes and monitors organizational objectives including:

	FY 03-04 Goal	FY 03-04 YTD	FY 04-05 Goal
Employment Services	674	763	709
New Persons Served			
Number of New Persons Placed	491	404	523
Avg. Monthly Earnings	\$664	\$752.90	\$692
% Retention for 90 days	80%	73.85%	80%
Benefits Counseling	500	521	500
Number of New Persons Provided Benefits Counseling			
Personnel	20%	20%	18%
Reduce Turnover to 20% or Less			