

H. Services, Goals, Objectives and Performance Measures

In keeping with the legislatively mandated requirements for contract performance measures, the DOEA has identified five key objectives used to develop implementation strategies to assist DOEA in achieving statewide outcome and output measures identified for the aging network. The goal and related objectives are:

GOAL: Enable individuals to maintain a high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers

OBJECTIVE 1: Identify and serve target populations in need of home and community-based services

OBJECTIVE 2: Ensure efforts are in place to fulfill unmet needs and serve as many clients as possible

OBJECTIVE 3: Provide high quality services

OBJECTIVE 4: Provide services, education, and referrals to meet specific needs of individuals with dementia

OBJECTIVE 5: Improve caregiver supports

The designated lead agency is required to meet and / or exceed the bolded outcome / output measures below as specified by the Department of Elder Affairs and Area Agency on Aging of Palm Beach/Treasure Coast, Inc. The designated lead agency must include strategies to address all of the objectives listed.

The outcome/output measures are:

- Percent of most frail elders who remain at home or in the community instead of going into a nursing home
- **Percent of new service recipients whose ADL assessment score has been maintained or improved (65.0)%**
- **Percent of new service recipients whose IADL assessment score has been maintained or improved (62.3)%**
- Percent of customers who are at imminent risk of nursing home placement who are served with community-based services
- Percent of family and family-assisted caregivers who self-report they are very likely to provide care
- Percent of caregivers whose ability to provide care is maintained or improved after one year of service intervention (as determined by the caregiver and the assessor)
- **Percent of elders with high or moderate risk environments who improved their environment score (79.3)%**
- **Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours**

These outcome/output measures are applicable to Objectives 1, 2, 3 and 4 above.