



**La Vida**  
FELICIDAD

*Mi Vida · My Life*

## Outcome Measurement Report to Persons-Served & Families

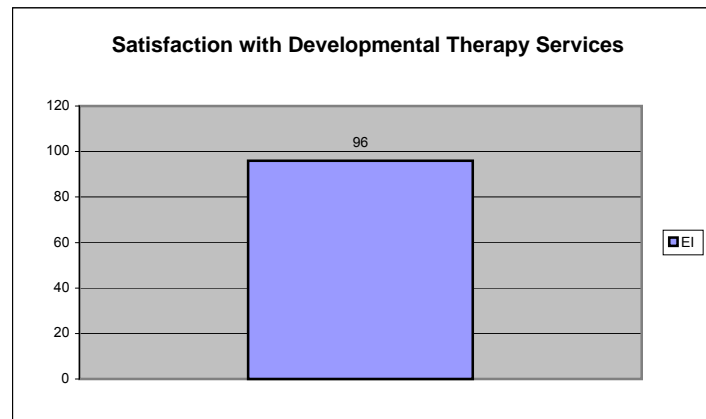
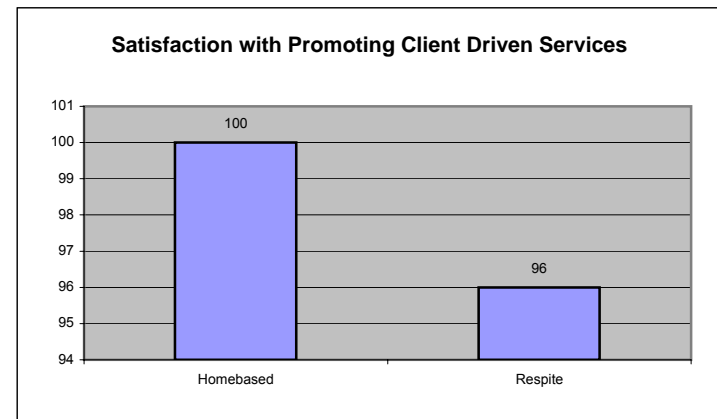
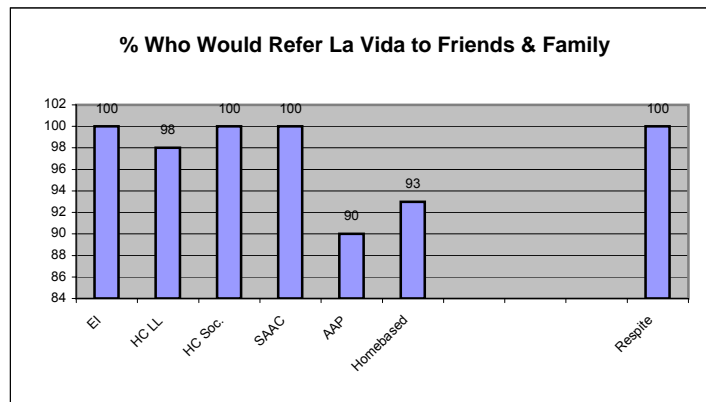
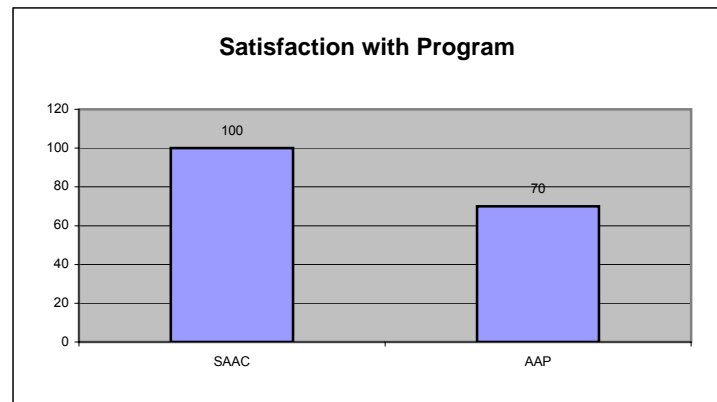
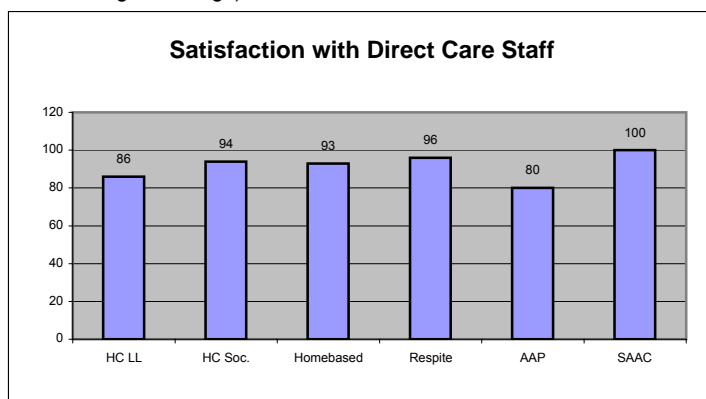
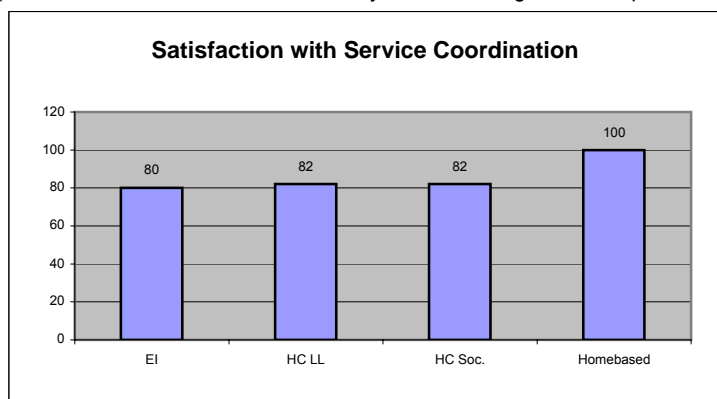
for the period June through December 2006

**A Focus on Excellence drives Quality Improvement at La Vida.** What are we doing to make your life better? We are constantly working on improving the services you count on us to provide. At La Vida, we've developed a plan we call our Focus on Excellence. This plan keeps us focused on making your life better by guiding us to do activities that improve everything we do and measures how well we do them. What follows is a report of only a few **outcomes** we have focused on recently. There are a total of **30 such outcomes** and **77 related measures**. For more detailed reports, please visit our website at [www.lavidafelicidad.org](http://www.lavidafelicidad.org) or contact your Program Director or Program Manager for a copy.

### I. The outcome we work hardest for is your **SATISFACTION**. We know we are on track when you are happy.

The following are different satisfaction results we received. While we fared well, we realize we can still improve.

(Source: 2005 Client Satisfaction Surveys; overall ratings of "two top boxes" = excellent + good ratings)

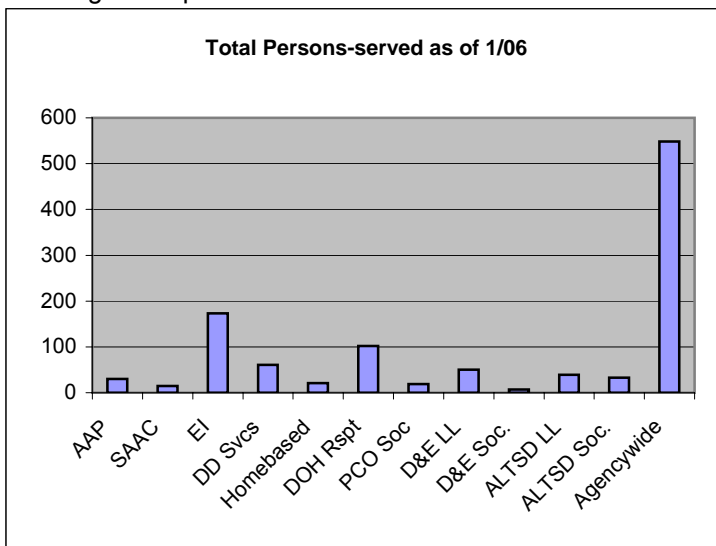
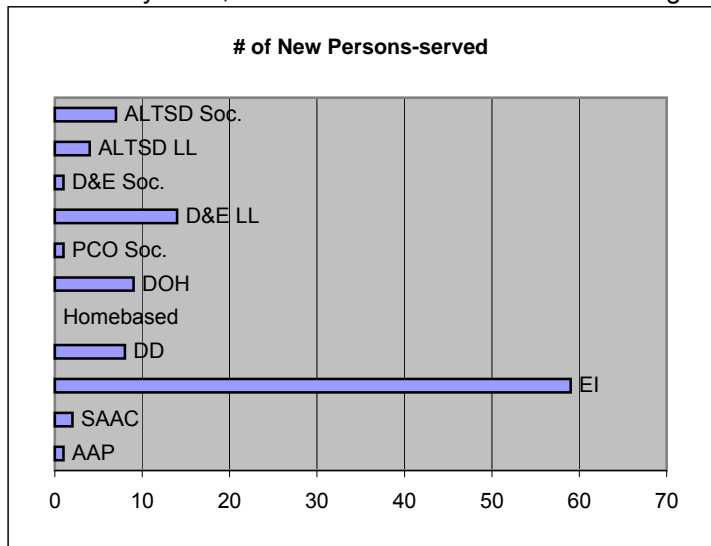


### II. What are we doing to make you happy? We are adding new services you asked for and need!

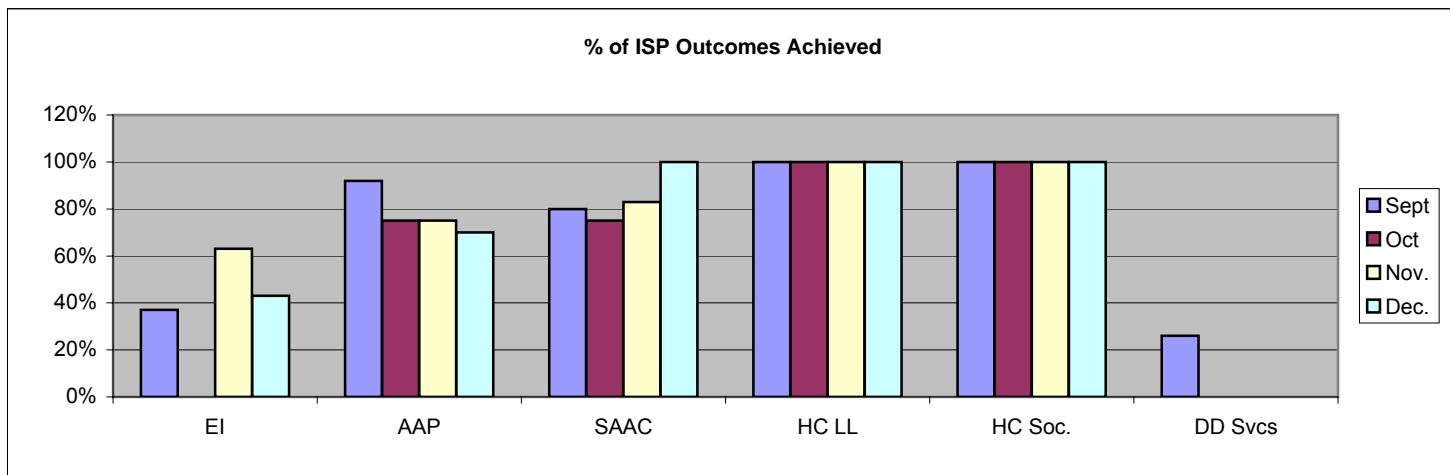
The following are **6 new services** implemented this year: DD Assisted Living; Senior Companions, Private Pay Home Care & Adult Day Services; EI Social Work; and EI Nursing services.

**III. We are also working hard to serve more people by promoting ACCESS to the services people need.**

As of January 2006, here is data on how well we are doing with serving those persons who need us.



**IV. At La Vida we also work hard at being EFFECTIVE.** The following chart shows how well people are moving towards successfully achieving their goals by program. (Data: % of outcomes achieved as of 12/06)



**V. A big part of La Vida's plan to best serve you involves hiring the best staff to serve you.** At La Vida, we work to develop a workforce that matches the diversity of the community, and is committed to your best interests.

**A. Turnover of Staff:** We want to keep committed staff who know you and the Agency.

- Turnover of Direct Care Staff: 10%
- Turnover of Professional Staff: 11% (Data: June thru December 2006)

**B. % of Staff Who Identify Self as Hispanic:** We want a workforce that matches the diversity of the community

- Direct Care Staff Valencia County: 82%
- Direct Care Staff Socorro County: 73%
- Professional Staff Valencia County: 62%
- Professional Staff Socorro County: 33%

**VI. La Vida wants to invest in equipment that will allow us to better serve you.** One area we have focused on is in the area of transportation. In the last 6 months, La Vida has done the following to enhance transportation services to you: 1) Purchased two new passenger vehicles for use in the Community Membership Program--a Ford Freestar and a Ford Freestyle. 2) Received grant funding from the NM Department of Transportation for two new 15 passenger vans to be delivered in the Fall of 2006.

**VII. At La Vida we take your input seriously! We prove it by working to respond and resolve all complaints we receive within 3 days.** In the last 6 months, 100% of all complaints in all programs have been resolved within 3 days! Keep the lines of communication open please, your input is valued and helps us serve you better!