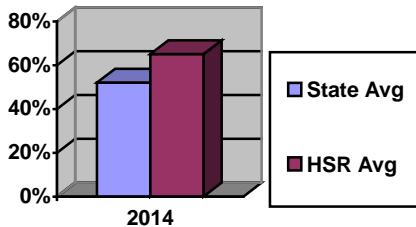


HUMAN SKILLS & RESOURCES 2014 OUTCOME MEASUREMENTS

EFFECTIVENESS

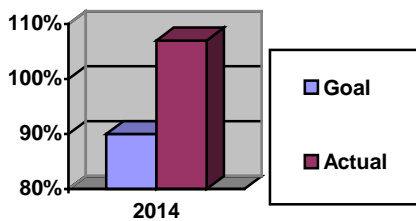
Do HSR consumers show improvement in functioning?



YES. HSR clients rated 13% higher in program completion rates than the State of Oklahoma Average.

EFFICIENCY

Are HSR counseling services being used in an efficient way for our clients?



YES. Counselors successfully achieved their productivity goals for 2014.

ACCESSIBILITY OF SERVICES

Are HSR counseling resources accessed easily by our clients?



YES. Clients are seen for an appointment within 6 days of their first contact with HSR.

CLIENT SATISFACTION

Are HSR consumers satisfied with the services received at HSR?



YES. Clients indicated 96% satisfaction with services received at HSR.