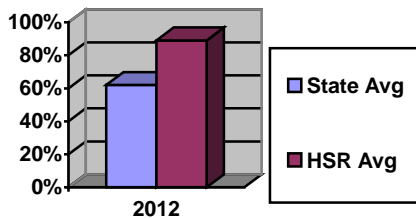


# HUMAN SKILLS & RESOURCES 2012 OUTCOME MEASURES

## EFFECTIVENESS

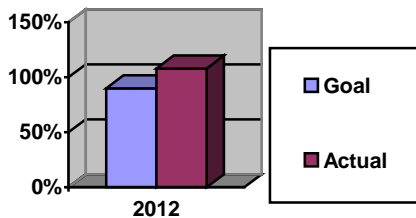
Do HSR consumers show improvement in functioning?



**YES. HSR clients rated 27% 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 2012.**

## ACCESSIBILITY OF SERVICES

Are HSR counseling resources accessed easily by our clients?



**YES. Clients are seen for an appointment within 7.6 days of their first contact with HSR.**

## CLIENT SATISFACTION

Are HSR consumers satisfied with the services received at HSR?



**YES. Clients indicated an average response of 91% of satisfaction with services received at HSR.**