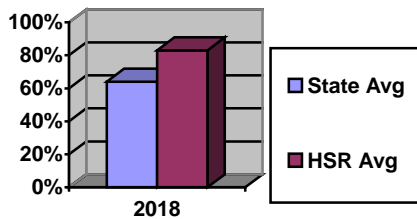


HUMAN SKILLS & RESOURCES 2018 OUTCOME MEASUREMENTS

EFFECTIVENESS

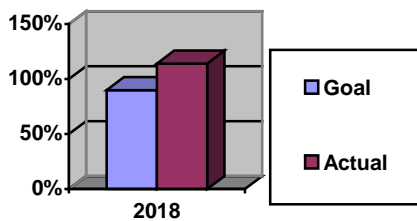
Do HSR consumers show improvement in functioning?



YES. HSR clients had a reduction of substance use that was 19% higher than other agencies in the State of Oklahoma (on average).

EFFICIENCY

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



YES. Counselors successfully exceeded their productivity goal for 2018.

ACCESSIBILITY OF SERVICES

Are HSR counseling resources accessed easily by our clients?



YES. Clients are seen for an appointment within 9.5 days from admission to first appointment with HSR.

CLIENT SATISFACTION

Are HSR consumers satisfied with the services received at HSR?



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