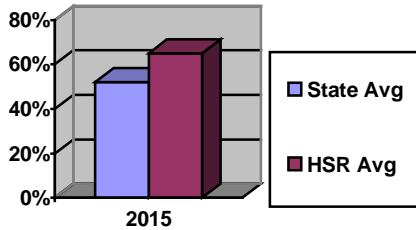


# HUMAN SKILLS & RESOURCES 2015 OUTCOME MEASUREMENTS

## EFFECTIVENESS

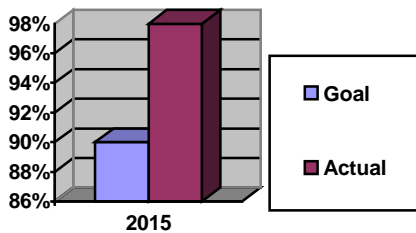
Do HSR consumers show improvement in functioning?



**YES.** HSR clients scored 13% higher in improvement in functioning 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 2015.

## ACCESSIBILITY OF SERVICES

Are HSR counseling resources accessed easily by our clients?



**YES.** Clients are seen for an appointment within 9 days of their first contact with HSR.

## CLIENT SATISFACTION

Are HSR consumers satisfied with the services received at HSR?



**YES.** Clients indicated 94% satisfaction with services received at HSR.