

{ What You Want to Happen }

{ What You Will Do }

{ What Will Happen Because of What You Will Do }

{ What Actually Happened }

{ What You Did }

{ What Happened Because of What You Did }

{ Big Picture, Long-Term Result of Successful Outcomes }

FY 17	Program	FY 17 Projected Outputs	FY 17 Projected Outcomes <i>[Measurables]</i>	FY 17 Outputs	FY 17 Outcomes	Long Term Impact
	SIS/CPOE/ADRC	<ul style="list-style-type: none"> • 1,000 persons will be served • 4,000 units of service will be provided • 100 POMP surveys will be completed • 50 License plate discount applications will be completed • 50 Rides Free applications will be completed • 50 MSP applications will be completed • 2 healthy aging workshops will be completed with 20 participants completing 	<p>Due to information and assistance services participants will have:</p> <ul style="list-style-type: none"> • Improved financial security [\$\$ saved on Rides Free Program, license plate discounts, and other benefits] • More affordable medication due to prescription plan savings [\$\$ saved from MSP and other benefits] • Improved health and well-being [Completion rate and survey ?'s from healthy aging programs] • Increased independence and quality of life [POMP #4, 5, 6, 11, 14, 15] • High satisfaction with services [POMP #7, 8, 9, 10, 12, 13] 	<ul style="list-style-type: none"> • 958 persons were served • 4,167 units of service were provided • 120 POMP Surveys were completed • 54 License plate discount applications will be completed • 43 Rides Free applications will be completed • 71 MSP applications will be completed • 2 healthy aging workshops will be completed with 15 participants completing 	<p>Clients have improved financial security, can better afford medications, have improved health and well-being, have increased independence, and a better quality of life because of information and assistance services received during FY 17</p> <ul style="list-style-type: none"> • [Measurables]: Financial Security -\$77/person savings from license discount- Total savings of \$4,158 -\$100/person savings from Rides Free Program- Total savings of \$4,300 Access to Affordable Medication -\$50/person savings from MSP- Total savings of \$3,550 Health and Well-Being -75% completion rate in CDSMP -CDSMP survey ?'s Independence/Quality of Life -95% call answered quickly by actual person -97% received information they were looking for -99% thought information would be helpful in resolving issue -89% did not need to be referred elsewhere Client Satisfaction -98% said staff listened well -91% said staff understood well -100% said staff explained well -95% had no communication issues -99% rated service good-excellent -100% would recommend to friend 	<ul style="list-style-type: none"> • Older adults in East Central Illinois are empowered to age strong and live strong - to live in their homes with dignity and safety, manage chronic health conditions, participate in community-based programs, prevent unnecessary institutionalization, and make informed decisions