

**Maricopa Association of Governments Human Services Division \* DRAFT FY 2013 UPWP Outcome Measures**

Codes: *in progress*, **done**, **late**, not started/not due, \* Not in UPWP, but included in work flow.

<b>Planned activity</b>	<b>Progress</b>	<b>Lead staff</b>	<b>Planned date</b>	<b>Actual date</b>	<b>Planned evaluation</b>	<b>Eval results</b>
<b><i>Human Services Planning</i></b>						
Implement the Municipal Aging Services Project model for use by local governments.		Amy	FY13		Approval of model by MAG Human Services Coordinating Committee by the second quarter of FY 2013.	
Facilitate an event to promote understanding of regional human services issues; provide current assessment of critical challenges and opportunities.		Amy	FY13		70 % of respondents will indicate a deeper understanding of regional human services issues.	
<b><i>Human Services Transportation</i></b>						
Develop a Provider Inventory web page with searching capabilities.		DeDe	FY13		90 % of the inventory web page will be developed and possible host sites will be identified.	
Research and offer opportunities to resolve insurance as a barrier to increase agency collaboration regarding unused vehicles.		DeDe	FY13		75 % of stakeholders will indicate a better understanding of insurance policies regarding coordination of agency's vehicles.	
Increase participation from outlying communities to participate in TAP meetings.		DeDe	FY13		Ten new stakeholders from small and outlying communities will participate in TAP meetings.	
Increase communication with and utilization of mobility managers in the region.		DeDe	FY13		Mobility management projects will increase by at least one additional partnering agency.	
Continue facilitating regional dialogue about the feasibility of establishing a one-call center.		DeDe	FY13		75% of stakeholders will have a better understanding of one-call centers.	
Update HS Coordination Transportation Plan.		DeDe	3 <sup>rd</sup> quarter		Approval by MAG Regional Council.	
Facilitate the application review process for Section 5310.		DeDe	3 <sup>rd</sup> quarter		At least four new agencies will submit applications for the grant award program.	
<b><i>Domestic Violence</i></b>						
Implement next phase of Protocol Evaluation Project. Offer training, a training video and webinar.		Rena	2 <sup>nd</sup> Quarter		85% of respondents will show support for the project.	
Monitor implementation of the Regional Plan to End Domestic Violence.		Rena	Quarterly		Approval by DV Council.	
Coordinate activities with community partners to maximize the region's capacity to address domestic violence.		Rena	FY13		Approval by DV Council.	
<b><i>Homeless Issues</i></b>						
Implement priority action steps in the CoC Action plan in response to the HEARTH Act.		Brand	Quarterly		75 percent of the first priority action steps will be achieved or in process for achievement, as approved by the Continuum of Care Committee.	
Increase HUD award to region by \$1 million.		Brand	FY13		90 percent of 12-month goals will be achieved.	
Conduct training opportunities for staff at homeless and domestic violence shelters.		Brand	FY13		65 percent of people leaving transitional shelter will enter permanent housing and 77 percent of people in permanent housing will remain housed for longer than six months.	
<b><i>Public Involvement</i></b>						
Raise awareness about human services resources and needs through collaboration with the MAG Communications Division.		Amy	FY13		Distribution of materials, human services plans, inventories and public service announcement videos.	
Publish three press releases.		Amy	FY13		At least three articles or coverage related to press releases.	
Publish electronic HS newsletter.		Amy	Periodic		70 percent of recipients will confirm relevant and useful information.	
<b><i>Carry Forward From FY 2012</i></b>						

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