

Calhoun County Senior Services

Mid-Year Report covering services provided/funded, January 1 – June 30, 2017

Due July 28, 2017

- 1) **Success in meeting program targets:** Briefly describe successes, problems/issues encountered and how they were resolved.

- 2) **Continuous Quality Improvement:** Briefly describe any recommendations for improving services being provided.

- 3) **Visibility in Calhoun County:** How are services promoted County-wide? Briefly discuss publicity/public relations efforts related to the funded service from January 1, 2017 to June 30, 2017. How does your program inform customers that Senior Millage is funding some or all of the service being provided?

- 4) **Continuing Need for Program in the Community:** Is the funded service continuing to meet a critical need in the community? How does the program support the goals of safety, dignity and independence in the community?

- 5) **Budget Update:** Is spending on target, over-spent or under-spent? Is there a possibility of releasing funds for re-distribution? Will there be a request for additional funds to complete the year of service?

- 6) **Cost per service:** Please calculate your cost per unit of service. Describe what a unit of service is and what costs go into calculating it.

- 7) **Waiting list:** Is the program maintaining a waiting list? Please describe how the waiting list is kept and how long the average wait is. What is needed to reduce the waiting list?

- 8) **Customer satisfaction:** How are customer satisfaction and quality documented? If available, please provide a summary of satisfaction survey results.