

# Clients obtaining an increase in employment income and/or benefits Community Services



KPI Owner: Tina Lentz

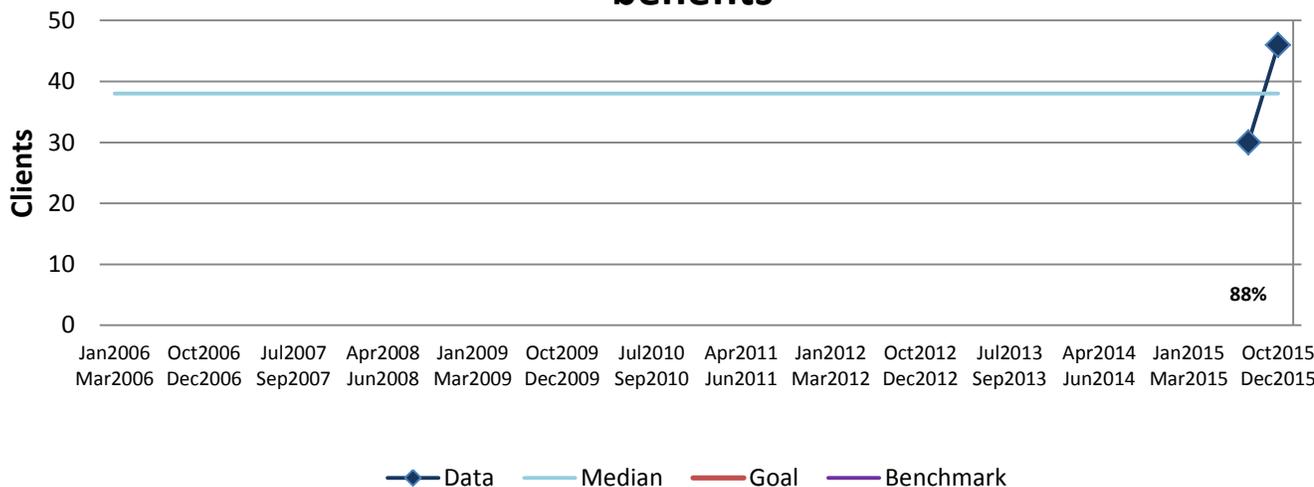
Process: Increase Household Financial Stability

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 30 clients first quarter dept-wide Goal: 75 clients increase employment income/benefits  Benchmark: TBD	Data Source: CSBG SPP Report  Goal Source: CSBG / Strat Plan  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: Automated Castinet report of SPP Report goal 1.1.C, based on worker NPI entries  Why Measure: CSBG requirement & strat plan goal  Next Improvement Step: Validate the problem

### How Are We Doing?

Jan2011-Dec2015 5 Year Goal	Jan2011-Dec2015 5 Year Actual		Oct2015-Dec2015 Goal	Oct2015-Dec2015 Actual	
<b>75</b>	<b>46</b>		<b>75</b>	<b>46</b>	
Clients	Clients		Clients	Clients	

## Clients obtaining an increase in employment income and/or benefits



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.