

WESTCARE Gulf Coast Florida LOGIC MODEL

Vision

Devote our best collective and individual efforts toward “uplifting the human spirit” by consistently improving, expanding and strengthening the quality, efficacy and cost-effectiveness of everything we do in building for the future.

Mission

Empower everyone to engage in a process of healing, growth and change benefiting themselves, co-workers and communities.

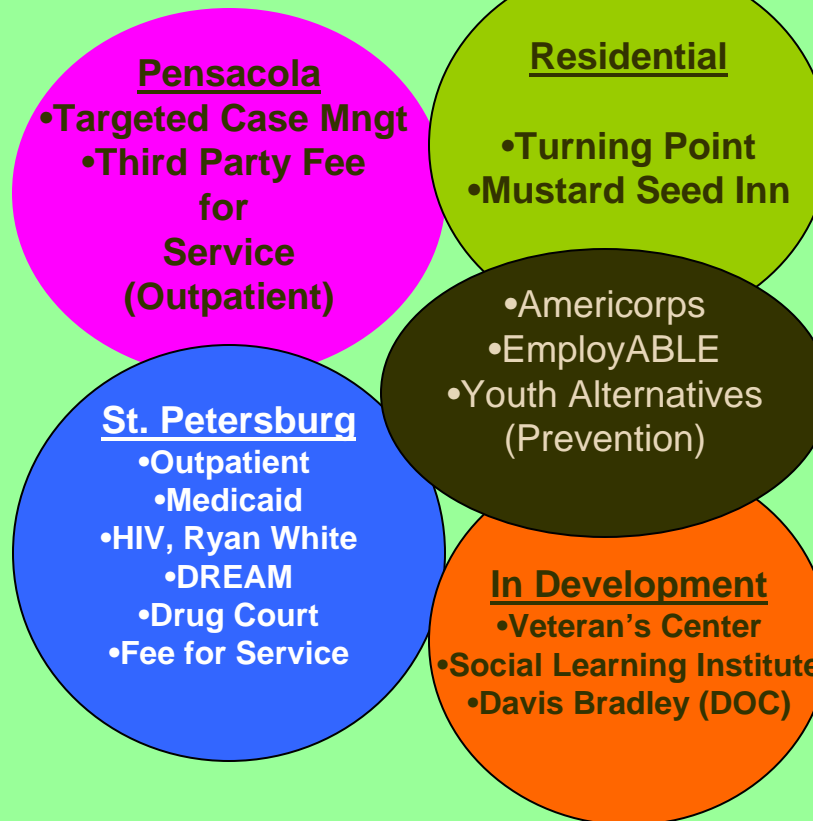
Performance Measures

- Grant development data base
- Program specific data base
- Medicaid manual & position control report
- HR assessment, comparative time study
- Financial statements
- Admission/discharge & drug court data bases
- GPRA & SISAR
- Program data base
- Audit reports
- Stakeholder surveys, media database, new recognition measures and focus group reports
- Outcome database and evaluation reports
- HR database, worker’s compensation claims, staff meeting minutes, staff survey and performance evaluation average scores.

Context

- Contract compliance
- Funding priorities
- Customer relations
- Less funds, more competition
- Marketing ability
- Adequate resources & qualified staff
- Innovation
- Market demand
- Best practices/evidence based
- Recognition and awards
- Staff performance & reward systems
- Media coverage
- Consistent, defined standards
- Documentation and QI
- Staff retention & performance review
- Staff morale, supervision and support

Programs



Results

- Sustainable Funding
- Innovative Practices
- Positive Image & Reputation
- Client Outcomes
- Superior Staff Relations

Indicators

- Total # grants
- Increased revenue
- Donations
- Client: to staff ratios (quality care)
- Administrative infrastructure
- Readmission rates, return to work, LOS
- Alternative program models
- Client & stakeholder satisfaction
- Agency recognition, contract audits
- Media advisories, focus group results
- Client outcome measures
- Staff retention & feedback