



Service Outcomes

Monthly, quarterly, and annually CFI assesses the extent to which our services achieve their intended results. The ultimate purpose of our evaluation is continuous learning and the development of practices that move CFI toward greater effectiveness for consumers.

We use multiple data collection tools including surveys, interviews, focus groups, as well as pre and post testing. These tools measure levels of consumer satisfaction, improved quality of life, changes in consumer skills, knowledge and attitudes. We also measure our accessibility and efficiency to ensure a high standard of care throughout our continuum of services.

Employment and stable housing are among our most important outcomes as these services support transition to self-sufficiency and an independent and secure future as a taxpayer and contributor to the community.