

Harborcreek Youth Services
Performance and Quality Improvement Program
Performance Scorecard
Report on Gains Made Against Goals
Annual Results (2010)

Harborcreek Youth Services Scorecard 2010

1- Meets or Exceeds Target/Benchmark

2- Close to Target/Benchmark

3- Does Not Meet Target/Benchmark

4- Target/Benchmark Not Established for Report Period

I. Management and Operations

	2010 Target/Benchmark	Q1 Jan-March	Q2 April-June	Q3 July-Sept	Q4 Oct-Dec	2010 Annual
A. Accidents	Reduction at <u>10%</u> from 2009 Report Period Level	1	2	1	1	1
B. Staff Grievances	Reduction at <u>15%</u> from 2009 Calendar Year Levels	1	1	1	1	1
C. Independent Contractors	Performance Based Evaluation System Initiated at <u>100%</u> of Contractors	4	4	4	1	1
D. Financial Targets	Balance Agency Budget & End Calendar Year with a Cash Surplus	2	1	3	2	2
E. Financial/Investment Targets	Preserve & Grow Investment Portfolio at Level Consistent with Standard & Poor Industry Averages	1	2	1	1	1
F. Staff Satisfaction Data	Accurate Assessment of Staff Satisfaction Level, Administer Pre-Post Survey; Interpret Results	4	1	4	4	1
G. External Stakeholder Satisfaction Data	Accurate Assessment of Community Stakeholder Satisfaction Level. Survey Forms Basis for Aggregated Data Collection, Analysis & Interpretation	4	1	4	4	1
H. Staff Retention	Maintain Staff Turnover Rate at <u>25%</u> or Lower	4	1	1	1	1

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II. Client Services

	2010 Target/Benchmark	Q1 Jan-March	Q2 April-June	Q3 July-Sept	Q4 Oct-Dec	2010 Annual
A. Case Record Reviews	Total Compliance at <u>90%</u> of Standard	2	2	4	4	4
1. Consents	Compliance Level at <u>90%</u>	2	1	4	4	4
2. Assessment	Compliance Level at <u>90%</u>	1	1	4	4	4
3. Service Plans	Compliance Level at <u>90%</u>	3	2	4	4	4
4. Progress Notes	Compliance Level at <u>90%</u>	3	2	4	4	4
5. Service Termination & Discharge	Compliance Level at <u>90%</u>	1	1	4	4	4
B. Incidents	Reduction at <u>15%</u> from 2009 Annual Level	2	2	2	2	2
C. Client Satisfaction Data	Increase Survey Response Level from <u>5%</u> to <u>25%</u>	4	4	4	1	1
D. Client Outcomes Data	Attain Child Adjustment Measurement Levels Consistent with Professional Standards. Aggregate Data & Review Results Quarterly	4	3	2	1	1
E. Medication Outcomes	Reduction in medication errors at <u>10%</u> from 2009 Annual Level.	1	3	1	2	2