

Harborcreek Youth Services

Performance and Quality Improvement Program

Performance Scorecard

Report on Gains Made Against Goals

Semi Annual Results (2011)

HARBORCREEK YOUTH SERVICES SCORECARD 2011

**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

	2011 TARGET/BENCHMARK	2010 ANNUAL	Q1, Q2 2011	Q3 2011	Q4 2011	2011 ANNUAL
A. Accidents	Maintain incidences at 2010 Annual level.	1	1			
B. Financial Targets	Balance agency budget and end fiscal year with a cash surplus.	2	1			
C. Financial/Investment Targets	Preserve and grow investment portfolio at level consistent with Standard and Poor industry averages.	1	1			
D. Staff Grievances	Reduction at <u>15%</u> from 2010 calendar year levels.	1	1			
E. Staff Retention	Maintain staff turnover rate at <u>25%</u> or lower.	1	1			
F. Staff Satisfaction Data	Administer 2011 survey. Compare results to Actual 2010 Survey.	1	1			

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II. CLIENT SERVICES

	2011 TARGET/BENCHMARK	2010 ANNUAL	Q1, Q2 2011	Q3 2011	Q4 2011	2011 ANNUAL
A. Client Outcomes	1. Residential client outcomes at 2010 measurement level. 2. Multisystemic Therapy outcomes at or above national norms.	1	3			
B. Client Satisfaction Data	Develop and administer: 1. Client residential entrance, ongoing and exit surveys. 2. Parent Surveys; Residential Program. 3. Parent Surveys; Multisystemic Therapy Program.	1	1			
C. Medication Outcomes	Reduction in medication errors at <u>15%</u> from 2010 actual level.	2	2			
D. Incidents	Reduction at <u>15%</u> from 2010 actual level.	2	1			