

Comprehensive Community Services

Performance Dashboard

Key:

- Met Measure
- Below Threshold
- CAP due
- CAP due & report to CEO
- N/A

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	Indicator	Domain	Goal	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
1	Client Satisfaction	Satisfaction	85% overall satisfaction score from all clients surveyed.	☺			☺			☺			☺		
2	Responsiveness to the Community	Satisfaction	90% of community stakeholders surveyed will express overall satisfaction with services.	☺						☺					
3	State Audit scores	Efficiency	Will receive at least an overall score of 90% on all audits conducted												☺
4	Food Service	Satisfaction	70% of clients will express satisfaction with the food service offered							☺			☺		
5	Budget Performance	Efficiency	Exceed Projected Budget	☺	☺	☺	☺	☺	☺	☺	☺	☺	☺	☺	☺
6	Diversify Funding	Access / Efficiency	Add 3 additional funding sources							☺					
7	Employee Satisfaction	Satisfaction	Solicit information from employees in order to measure Employee Satisfaction; goal of 80% overall satisfaction with company.	☺						☺					
8	Improved time frames for Admission	Access / Efficiency	100% of routine referrals will receive 1st appointment (intake) within 7 day	☺	☺	☺	☺	☺	☺	☺	☺	☺	☺	☺	☺
9	Improved time frames for Admission	Satisfaction	90% of consumers will report that were able to easily get into the program to be assessed	☺			☺			☺			☺		
10	Client Assessment of Treatment	Effectiveness	85% will rate their overall satisfaction of the treatment program	☺			☺			☺			☺		
11	Client Assessment of Treatment	Effectiveness	85% of all clients will successfully rate the curriculum used within the program							☺			☺		

* = New Measure

CAPS due after second month of not meeting threshold