

Nov	Dec	Jan	Feb	Mar	April	green = meeting/exceeding goal    Yellow = caution    Red = did not meet goal    no indicator = no expected action
<b>Program Evaluation</b>						Coordinate program evaluation for efficacy, efficiency, and quality in order to meet the needs of the people we serve.
	●			●		1. Monitor monthly Outcome data from questions on treatment plans. <a href="#">Quarterly Report</a> - ( Green = 1st Quarter - more than 50% of data was collected, 2nd, 3rd, 4th Quarter reports indicate positive change, Yellow = 1st Quarter - 50% or less data was collected, 2nd, 3rd, 4th Quarter reports indicate no change, Red = 1st Quarter - data was not collected, 2nd, 3rd, 4th Quarter reports indicate zero or negative improvement)
<b>Board Development</b>						Encourage an atmosphere of self-care, establish a pleasant environment, improve the quality of our customer service.
●	●		●		●	1. Board to Better Understand the Agency (Green = 13 to 16 Board members will attend training and complete an evaluation form, Yellow = 11 to 12 Board members will attend training and complete and evaluation form, Red = under 11 Board members attend the training and completed an evaluation)
●	●		●		●	2. Board Training - Board members in attendance at the training will be able to answer 3 priority questions about the program . (Green = 95% - 100% of Board members in attendance will record the correct answers, Yellow = 90% - 94% of Board members in attendance will record the correct answers, Red = less than 90% of the Board members in attendance will record the correct answers )
<b>Staff Development</b>						Encourage an atmosphere of self-care, establish a pleasant environment, improve the quality of our customer service.
●	●	●	●	●	●	1. Maintain all Licensed and Credentialed Staff - (Green = 85% of licensed and credentialed positions are filled, Yellow = 70% to 84% of licensed and credentialed positions are filled, Red = Less than 70% of licensed and credentialed positions are filled)
	●			●		2. Increase the Number of Direct-Care Staff Eligible for an Incentive Award for Meeting Their Client Care Billable Expectation/ Goals. <a href="#">Quarterly Report</a> - (Green = 55% or more direct care staff were eligible for an incentive Award for the quarter staff, Yellow = 45% - 54% of direct-care staff were eligible for an Incentive Award for the quarter, Red = less than 40% of direct care staff were eligible for an Incentive Award for the quarter)
<b>Cost Basis Analysis</b>						Every aspect of the agency will maintain fiscal sustainability. <sup>1</sup>
●	●	●	●	●		1. Maximize and Diversify Funding and Search for Other Funding - Spend out 100% of the contracts. (Green = 90% or more of contracts spent out, Yellow - 75% - 89%, Red = below 75%)
●	●	●	●	●	●	2. Program Monitoring - Progress Industries - Shop - Develop strategies to decrease amount of net loss/ increase revenue. (Green = profit for the month, Yellow = breakeven for the month. Red = loss for the month)
●	●	●	●	●	●	3. Program Monitoring - Progress Industries - Embroidery - Develop strategies to decrease amount of net loss/ increase revenue. (Green = profit for the month, Yellow = breakeven for the month, Red = loss for the month)

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						4. Program Monitoring - Progress Industries - Screenprint - Develop strategies to decrease amount of net loss/increase revenue. (Green = profit for the month, Yellow = breakeven for the month, Red = loss for the month)
						5. Monitor <b>Ambulatory</b> Detox Admissions/ Occupancy Rate (Green = average occupancy for the month is <b>5 or more</b> , Yellow = average occupancy rate for the month is <b>4</b> , Red = average occupancy rate for the month is <b>3 or less</b> )
						6. Program Monitoring - Precise Services - Develop strategies to decrease amount of net loss/ increase revenue. (Green = profit for the month, Yellow = breakeven for the month, Red = loss for the month)
						7. Program Monitoring - Deaf Services - Develop strategies to decrease amount of net loss/ increase revenue. (Green = profit for the month, Yellow = breakeven for the month, Red = loss for the month)
						8. Accounts Receivable Monitoring - Monitor the % of A/R over 90 days compared to the total A/R. (Green = under 6.0%, Yellow = between 6.01% and 8%, Red = over 8.01%)
<b>Progress Industries</b>						Ensure P.I. maintains viability and visibility in order to help individuals with disabilities become self sufficient.
						1. Measure Efficiency - Employees will increase efficiency. (Green = at least 40% of client-employees increased their efficiency month-month, Yellow = 30 - 39% of client-employees increased their efficiency month-month, Red = under 30% of client-employees increased their efficiency month-month)
						2. Helping People to Succeed in the Community - Increase the placement rate to 35% monthly. (Green = 35% or higher placement rate/month, Yellow = 10% - 34%, Red = under 10%)
						3. Track Quotes -% of bids awarded per month. (Green = at least 50% of quotes awarded to P.I., Yellow = 40-49% of quotes awarded to P.I., Red = 39% or less of quotes awarded to P.I.)
<b>Technology</b>						Agency technology is capable of supporting information storage and retrieval and improving efficiencies for staff.
						1. Implement Software Enhancements - <u>Quarterly Report</u> - (Green = 2 or more improved processes during the quarter, Yellow = 1 improved process during the quarter, Red = 0 improvements during the quarter)
						2. Increase Training on E-Tapestry Software to Create Efficiencies - <u>Quarterly Report</u> - (Green = 2 additional staff have been trained on E-Tapestry software during the quarter, Yellow = 1 additional staff was trained on E-Tapestry software during the quarter)
						3. Meaningful Use Requirements for Eligible Providers to be Eligible for the Incentives. (Green = 90% - 100% of eligible providers met at least one of the requirements, Yellow = 80% - 89% of eligible providers met at least one of the requirements, Red = less than 80% of eligible providers met at least one of the requirement)
						4. Concurrent Documentation - (Green = 75% or more of documentation is completed concurrently, Yellow = 50% - 74% of documentation is completed concurrently, Red = less that 50% of documentation is completed concurrently)
<b>Precise Services</b>						Ensure Precise Services maintains viability and visibility in order to help individuals with disabilities become self sufficient.

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<b>Wellness</b>						<b>Promote and Implement Wellness and Trauma Informed Care Practices at All Levels.</b>
						<b>1. Wellness and Trauma Informed Care - <u>Quarterly Report</u> - (Green = Circle of Care Team will propose two trauma-informed care initiatives in a quarter, Yellow = Circle of Care Team will propose one trauma-informed care initiative in a quarter, Red = Circle of Care Team will propose no trauma-informed care initiatives in a quarter)</b>
						<sup>1</sup> The Board acknowledges that the January Cost Basis Analysis red indicators are due to significant billing issues associated with implementation of BH Redesign.

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