

Sept	Oct	Nov	Dec	Jan	Feb	green = meeting/exceeding goal Yellow = caution Red = did not meet goal no indicator = no expected action
Program Evaluation						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. (Green = % of individuals with scores indicating improvement will be higher than the previous month report, Yellow = % of individuals with scores indicating improvement is unchanged from the previous month, Red = % of individuals with scores indicating improvement is lower than the previous month.)
●			●			2. Increase the Number of Direct-Care Staff Eligible for an Incentive Award for Meeting Their Client Care Billable Expectation/ Goals. <u>Quarterly Report</u> - (Green = 55% or more direct care staff were eligible for an incentive Award for the quarter, 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)
●	●	●	●	●	●	3. Meaningful Use Requirements for Eligible Providers to be Eligible for the Incentives. (Green = 90% - 100% of eligible providers met at least five of the requirements, Yellow = 80% - 89% of eligible providers met at least five of the requirements, Red = less than 80% of eligible providers met at least five of the requirements)
●	●	●	●			4. Combined Walk-in/Access Clinic - Walk-in Clinic and AOD Access Clinic will be integrated by January 2, 2019. (Green = Two improvement activities, Yellow = One improvement activity, Red = Zero improvement activities)
	●		●		●	5. Enhance culture of Diagnostic Assessments - Diagnostic will be streamlined by June 30, 2019. (Green = At least one improvement activity every other month, Yellow = Worked on improvement, but did not complete documented steps toward this goal during the two month period, Red = Zero improvement activities)
●	●	●	●	●	●	6. Provide maximum services with funding sources - Deaf /Services - 95% or more of the funding sources will be billed out to provide the maximum number of services. (Green = 90% and above, Yellow = 80% to 89%, Red = 795 and below)
Board Development						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 on the questionnaire, Yellow = 90% - 94% of Board members in attendance will record the correct answers on the questionnaire, Red = less than 90% of the Board members in attendance will record the correct answers on the questionnaire.)
Staff Development						Encourage an atmosphere of self-care, establish a pleasant environment, improve the quality of our customer service.

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						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)
Cost Basis Analysis						Every aspect of the agency will maintain fiscal sustainability.
						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. Monitor Ambulatory Detox Admissions/ Occupancy Rate (Green = average occupancy for the month is 5 or more , Yellow = average occupancy rate for the month is 4 , Red = average occupancy rate for the month is 3 or less)
						4. 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)
						5. Accounts Receivable Monitoring - % 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%)
						6. Increase maximization of funding sources -
Progress Industries						Ensure P.I. maintains viability and visibility in order to help individuals with disabilities become self-sufficient.
						1. Attendance Rate - Increase attendance rate to 20% (Green 20% or more PI employees with perfect attendance, Yellow = 10% - 19% PI employees with perfect attendance, Red = Below 10% of PI employees with perfect attendance)
						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 90% of quotes awarded to P.I., Yellow = 85%-89% of quotes awarded to P.I., Red = 85% or less of quotes awarded to P.I.)
Precise Services						Ensure Precise Services maintains viability and visibility in order to help individuals with disabilities become self-sufficient.
						1. Key Staff Retention (Green = 0 positions open, Yellow = 1 position open, Red = More than 1 position open)

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						2. Contract Renewal (Green = All contracts due in current month will be reviewed 30 days prior to the due date, Yellow = 1 contract due in the current month was not completed, Red = 2 contracts due in the current month were not completed)
						3. Define & Educate on Mission - Increase Seasonal Contracts (Green = New Seasonal Contracts, Yellow = No new Seasonal Contracts but a new proposal was sent, Red = No new Seasonal Contracts)
						4. Define & Educate on Mission - Increase Annual Contracts (Green = New Annual Contracts, Yellow = No new Annual Contracts but a new proposal was sent, Red = No new Annual Contracts)
Technology						Agency technology is capable of supporting information storage and retrieval and improving efficiencies for staff.
						1. Create efficiencies across the agency using technology - Implement Software Enhancements - (Green = At least one new efficiency was implemented during the month, Yellow - Worked on implementation, but did not complete during the month, Red = No progress made toward implementation during the month)
						2. Build a relationship with Third Street IT Department (Green = Successful documented steps made toward this goal during the month, Yellow = Worked on implementation, but did not complete documented steps toward this goal during the month, Red = No progress made toward this goal during the month)
						3. Update the IT infrastructure for better security - Review and update at least one security policy and email staff a least one reminder about security each month (Green = Reviewed and update at least one security policy and emailed staff a reminder about security during the month, Yellow = Reviewed and updated at least on security policy during the month, no email reminder sent during the month, Red = No security policies reviewed or update and no email reminder sent during the month)
Wellness						Promote and Implement Wellness and Trauma Informed Care Practices at All Levels.
						1. Trauma Informed Care - Quarterly Report - (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
Marketing						Provide increased awareness of Catalyst Life Services as the "One Stop Shop" Center of Excellence through increased knowledge of total scope of available sources.
						1. Promote Success Stories (Green = At least one Success Story and/or program information will be used for marketing and shared in more than one format, Yellow = At least one Success Story and/or program information will be used for marketing and shared in just one format, Red = No success Story or program information shared in marketing)