

|           |         |                                   |
|-----------|---------|-----------------------------------|
| Color Key | Go!     | Exceeded Goal!                    |
|           | Caution | Met Standard but less than Goal   |
|           | Stop!   | Less than Standard, needs review! |

| UCP of Maine Agency Goals-October |  |           |           |                                |        |  |           |          |         |
|-----------------------------------|--|-----------|-----------|--------------------------------|--------|--|-----------|----------|---------|
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | Net Income   | \$32,251  | (\$4,438) | \$0                            | Goal 3 | Client Satisfaction Survey   |           | 75%      | 80%     |
| Goal 2                            | Leadership Communication   | 1         | 1         | 2                              | Goal 4 | All Staff Turnover (Full Year)<br>Avg per Month  | 13.40%    | 30%      | 25%     |
|                                   |  |           |           |                                |        |  | 7%        | 3%       | 2%      |
| RCS                               |  |           |           | HCT                            |        |  |           |          |         |
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | Net Income   | (\$143)   | \$0       | \$0                            | Goal 1 | Net Income   | (\$4,611) | \$0      | \$0     |
| Goal 2                            | Clients Fully Staffed  | 86%       | 85%       | 90%                            | Goal 2 | Clients Fully Staffed  | 45%       | 85%      | 90%     |
| Goal 3                            | Training Implementation  | 57%       | 80%       | 95%                            | Goal 3 | BHP Billing within PA Period   | 0%        | 75%      | 95%     |
| Goal 4                            | Supervisor Caseloads   | 26        | 44        | 50                             | Goal 4 | CSRs Completed Timely  | 2         | 20       | 14      |
| Goal 6                            | RCS Terminations   | 25%       | 71%       | 61%                            | Goal 5 | Training Implementation  | 80%       | 80%      | 95%     |
|                                   |  |           |           |                                | Goal 6 | Staff with 6+ mos service trained<br>in EBP  | 80%       | 85%      | 100%    |
| BHH/Children's CM                 |  |           |           | Adult CM                       |        |  |           |          |         |
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | BHH/CCM Net Income   | \$12,006  | \$8,098   | \$8,503                        | Goal 1 | Net Income   | 2023..03  | \$3,927  | \$4,124 |
| Goal 2                            | # BHH Clients Attested   | 154       | 150       | 155                            | Goal 2 | Total Billed Units   | 1959      | 1,544    | 2,058   |
| Goal 3                            | Completion of Client Surveys Distr.<br>*Surveys done twice per year      | NA        | 0.75      | 1                              | Goal 3 | Staff Meeting Billed Units Expect.   | 38%       | 75%      | 100%    |
| Goal 4                            | Satisfaction of BHH Survey   | NA        | 0.75      | 1                              | Goal 4 | Staff Achieving 1 Self-Care Goal   | 100%      | 75%      | 100%    |
| Goal 5                            | Staff Achieving 1 Self-Care Goal   | 100%      | 75%       | 100%                           | Goal 5 | ACM Turnover %   | 0%        | 45%      | 35%     |
| Goal 6                            | BHH/CM Turnover %  | 0%        | 30%       | 25%                            |        |  |           |          |         |
| Outpatient                        |  |           |           | Quality Assurance              |        |  |           |          |         |
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | Net Income   | (\$3,961) | (\$871)   | (\$915)                        | Goal 1 | Receivables 90+days  | 12%       | 8%       | 5%      |
| Goal 2                            | Third Party Insurance Clients  | 14%       | 10%       | 20%                            | Goal 2 | Billing Submitted for Prior Month<br><small>Day of Month (Standard 2 days after billing due, Goal 1 day after Billing Due)</small> | 10        | 9        | 8       |
| Goal 3                            | Training Implementation  | 102%      | 80%       | 95%                            | Goal 3 | HIN Usage  | 25%       | 75%      | 100%    |
| Goal 4                            | Cancellations  | 24%       | 17%       | 10%                            |        |  |           |          |         |
| Referral/Intake                   |  |           |           | Bridges                        |        |  |           |          |         |
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | OPT Referrals 3rd Party Coverage Verified<br>within an approp. # of days | 0         | 3         | 1                              | Goal 1 | Total Students Enrolled Compared<br>to Budget  | 165%      | 90%      | 100%    |
| Goal 2                            | OPT Referrals Completed  | 11        | 5         | 8                              | Goal 2 | Dept Billed Time vs Paid Time<br>All Combined  | 82%       | 80%      | 82%     |
| Goal 3                            | Outreach Activity for Referrals/Wk                                       | 7         | 1         | 2                              | Goal 3 | Number of Staff Terminations   | 2         | 2        | 1       |
| Goal 4                            | HCT referral Packets within 3 Days                                       | 100       | 50%       | 80%                            | Goal 4 | Students Enrol./Decl. Medical Model  | 90%       | 80%      | 90%     |
| Finance                           |  |           |           | Business Development/Marketing |        |  |           |          |         |
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | Program Dashboards to Dept Head  | 20        | 20        | 18                             | Goal 1 | Marketing Collateral Turnaround  | 2         | 3        | 2       |
| Goal 2                            | Financial Statements to Dept Heads                                       | 20        | 15        | 13                             | Goal 2 | Monthly Press Releases   | 1         | 1        | 2       |
| Goal 3                            | Financial Report Corrections   | 4         | 1         | 0                              | Goal 3 | Quarterly Newsletter   | 1         | 1        | 1       |
| Human Resources/Training          |  |           |           | Elizabeth Levinson Center      |        |  |           |          |         |
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | % Evaluations Completed Timely   | 78%       | 85%       | 95%                            | Goal 1 | Resident Census  | 100%      | 92%      | 96%     |
| Goal 2                            | Time to Hire (Days)<br>Decision to Orientation                           | 28        | 30        | 20                             | Goal 2 | DON/QIDP 1:1 Rounding with<br>Direct Care Staff  | 7         | 4        | 8       |
| Goal 3                            | First Year Voluntary Termination   | 50%       | 25%       | 20%                            | Goal 3 | Community Outings on Avail. Days   | 42%       | 85%      | 100%    |
|                                   |  |           |           |                                | Goal 4 | ELC Turnover %   | 5%        | 85%      | 100%    |
| Maintenance                       |  |           |           | Waiver Homes                   |        |  |           |          |         |
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | Facility Safety Audits - # locations                                     | 5         | 4         | 5                              | Goal 1 | Net Income   | \$3,559   | \$3,745  | \$3,933 |
| Goal 2                            | Work Order Completion<br>Avg Time to Complete (Days)                     | 1.14      | 1.4       | 1.15                           | Goal 2 | Home Census  | 7         | 7        | 9       |
| Goal 3                            | Staff Meetings   | 1         | 2         | 2                              | Goal 3 | OT Usage (% of Regular Time)   | 16.00%    | 11.00%   | 6.00%   |
| Information Technology (IT)       |  |           |           |                                |        |  |           |          |         |
|                                   |  | Actual    | Standard  | Goal                           |        |  | Actual    | Standard | Goal    |
| Goal 1                            | HelpDesk Call Resolution (hours)   | 0.27      | 1.5       | 1.0                            | Goal 4 | Food Budget<br>standard is budget, goal -5%  | 81%       | 100%     | 95%     |
|                                   |  |           |           |                                | Goal 5 | Waiver Home Turnover %   | 19%       | 45%      | 30%     |