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

			UCP of I	Maine Agen	cy Goals	-November			
Goal 1	Net Income	Actual \$27,807	Standard (\$8,118)	Goal \$0	Goal 3	Client Satisfaction Survey	Actual n.a	Standard 75%	Goal 80%
Goal 2	Leadership Communication	1	1	2	Goal 4	All Staff Turnover (Full Year) Avg per Month	16.10% 3%	30% 3%	25% 2%
	RCS					нст	070	070	270
		Actual	Standard	Goal			Actual	Standard	Goal
Goal 1	Net Income	(\$341)	\$3,500	\$3,675	Goal 1	Net Income	(\$537)	\$1,716	\$1,802
Goal 2	Clients Fully Staffed	73%	85%	90%	Goal 2	Clients Fully Staffed	60%	85%	90%
Goal 3	Training Implementation	69%	80%	95%	Goal 3	BHP Billing within PA Period	33%	75%	95%
Goal 4	Supervisor Caseloads	42	44	50	Goal 4	CSRs Completed Timely	2	20	14
Goal 6	RCS Terminations	2	2	1	Goal 5	Training Implementation	73%	80%	95%
					Goal 6	Staff with 6+ mos service trained in EBP	80%	85%	100%
	BHH/Children				Goal 7	HCT BHP Terminations	0	1	0
		Actual	Standard	Goal		Adult CN			
Goal 1	BHH/CCM Net Income	\$7,457	\$7,457	\$7,830	Goal 1	Net Income	Actual \$2,600	\$3,976	Goal \$4,175
Goal 2	# BHH Clients Attested	152	150	155	Goal 2	Total Billed Units	1873	1,617	2,156
Goal 3	Completion of Client Surveys Distr.	85%	75%	100%	012	Staff Masting Billed Units Funct	4.40/	750/	4000/
Goal 4	*Surveys done twice per year Satisfaction of BHH Survey	95%	75%	100%	Goal 3	Staff Meeting Billed Units Expect.	14%	75%	100%
Goal 5	Staff Achieving 1 Self-Care Goal	100%	75%	100%	Goal 4	Staff Achieving 1 Self-Care Goal	100%	75%	100%
Goal 6	BHH/CM Turnover %	0%	30%	25%	Goal 5	ACM Turnover %	0%	45%	35%
	Outpatie	nt Actual	Standard	Goal		Quality Assu	Actual	Standard	Goal
Goal 1	Net Income	\$1,058	\$1,200	\$1,260	Goal 1	Receivables 90+days	13%	8%	5%
Goal 2	Third Party Insurance Clients	16%	10%	20%	Goal 2	Billing Submitted for Prior Month	13%	9	8
Goal 3	Training Implementation	100%	80%	95%		Day of Month (Standard 2 days after billing due, Goal 1 day after		Ü	ŭ
Goal 4	Cancellations Referral/Int	23%	17%	10%	Goal 3	HIN Usage Bridges	40%	75%	100%
	Referrat/int	ake							
		Actual	Standard	Goal			Actual	Standard	Goal
Goal 1	OPT Referrals 3rd Party Coverage Verwithin an appropr. # of days	Actual rified	Standard 3	Goal 1	Goal 1	Total Students Enrolled Compared to Budget	Actual	Standard 90%	Goal 100%
Goal 1 Goal 2					Goal 1	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time	150%	90%	100%
	within an appropr. # of days		3	1	Goal 2	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined		90%	100% 82%
Goal 2	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days	rified	3 5	1	Goal 2 Goal 3	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations	150% 79% 1	90% 80% 2	100% 82% 1
Goal 2 Goal 3	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk	rified	3 5 1 50%	1 8 2 80%	Goal 2	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model	150% 79% 1 91%	90%	100% 82%
Goal 2 Goal 3	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days	rified	3 5 1	1 8 2	Goal 2 Goal 3 Goal 4	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme	150% 79% 1 91%	90% 80% 2 80% Standard	100% 82% 1 90% Goal
Goal 2 Goal 3 Goal 4	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance	Actual	3 5 1 50% Standard	1 8 2 80%	Goal 2 Goal 3 Goal 4 Goal 1	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround	150% 79% 1 91% ent/Marketing	90% 80% 2 80%	100% 82% 1 90% Goal 2
Goal 2 Goal 3 Goal 4 Goal 1	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head	Actual	3 5 1 50% Standard 20	1 8 2 80% Goal 18	Goal 2 Goal 3 Goal 4 Goal 1 Goal 2	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround Monthly Press Releases	150% 79% 1 91% int/Marketing Actual 2	90% 80% 2 80% Standard	100% 82% 1 90% Goal
Goal 2 Goal 3 Goal 4 Goal 1 Goal 2	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads	Actual 18 18	3 5 1 50% Standard 20 15	1 8 2 80% Goal 18	Goal 2 Goal 3 Goal 4 Goal 1	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround	150% 79% 1 91% ent/Marketing Actual 2 1	90% 80% 2 80% Standard 3	100% 82% 1 90% Goal 2
Goal 2 Goal 3 Goal 4 Goal 1 Goal 2	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections	Actual 18 18	3 5 1 50% Standard 20 15	1 8 2 80% Goal 18	Goal 2 Goal 3 Goal 4 Goal 1 Goal 2	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter	150% 79% 1 91% ent/Marketing Actual 2 1	90% 80% 2 80% Standard 3	100% 82% 1 90% Goal 2
Goal 2 Goal 4 Goal 1 Goal 2 Goal 3 Goal 1	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections Human Resource	Actual 18 18 0	3 5 1 50% Standard 20 15 1	1 8 2 80% Goal 18 13 0	Goal 2 Goal 3 Goal 4 Goal 1 Goal 2 Goal 3	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter Elizabeth Levinse	150% 79% 1 91% ont/Marketing Actual 2 1 1 n Center Actual	90% 80% 2 80% Standard 3 1 1	100% 82% 1 90% Goal 2 1 Goal
Goal 2 Goal 4 Goal 1 Goal 2 Goal 3 Goal 1	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections Human Resource % Evaluations Completed Timely Time to Hire (Days)	Actual 18 18 0 S/Training Actual 79%	3 5 1 50% Standard 20 15 1 Standard 85%	1 8 2 80% Goal 18 13 0 Goal 95%	Goal 2 Goal 3 Goal 4 Goal 1 Goal 2 Goal 3	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Development Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter Elizabeth Levinson Resident Census DON/QIDP 1:1 Rounding with	150% 79% 1 91% ent/Marketing Actual 2 1 1 con Center Actual 100%	90% 80% 2 80% Standard 3 1 1 Standard 92%	100% 82% 1 90% Goal 2 1 Goal 96%
Goal 2 Goal 4 Goal 1 Goal 2 Goal 3 Goal 1 Goal 2	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections Human Resource % Evaluations Completed Timely Time to Hire (Days) Decision to Orientation	Actual 18 18 0 s/Training Actual 79% 24	3 5 1 1 50% Standard 20 15 1 Standard 85% 30 25%	1 8 2 80% Goal 18 13 0 Goal 95% 20	Goal 2 Goal 3 Goal 4 Goal 2 Goal 3 Goal 1 Goal 2	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter Elizabeth Levinson Resident Census DON/QIDP 1:1 Rounding with Direct Care Staff	150% 79% 1 91% Int/Marketing Actual 2 1 1 On Center Actual 100%	90% 80% 2 80% Standard 3 1 1 Standard 92% 4	100% 82% 1 90% Goal 2 2 1 Goal 96% 8
Goal 2 Goal 4 Goal 1 Goal 2 Goal 3 Goal 1 Goal 2 Goal 3	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections Human Resource % Evaluations Completed Timely Time to Hire (Days) Decision to Orientation First Year Voluntary Termination Maintenan	Actual 18 18 0 ss/Training Actual 79% 24 75%	3 5 1 50% Standard 20 15 1 Standard 85% 30 25%	1 8 2 80% Goal 18 13 0 Goal 95% 20 20% Goal	Goal 2 Goal 3 Goal 4 Goal 1 Goal 2 Goal 1 Goal 2 Goal 3	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter Elizabeth Levinso Resident Census DON/QIDP 1:1 Rounding with Direct Care Staff Community Outings on Avail. Days	150% 79% 1 91% Int/Marketing Actual 2 1 1 On Center Actual 100% 9 100%	90% 80% 2 80% Standard 3 1 1 Standard 92% 4 85% 85%	100% 82% 1 90% Goal 2 2 1 Goal 96% 8 100%
Goal 2 Goal 4 Goal 1 Goal 2 Goal 3 Goal 1 Goal 2 Goal 3	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections Human Resource % Evaluations Completed Timely Time to Hire (Days) Decision to Orientation First Year Voluntary Termination Maintenan Facility Safety Audits - # locations	Actual 18 18 0 s/Training Actual 79% 24 75%	3 5 1 1 50% Standard 20 15 1 Standard 85% 30 25%	1 8 2 80% Goal 18 13 0 Goal 95% 20 20%	Goal 2 Goal 3 Goal 4 Goal 1 Goal 2 Goal 1 Goal 2 Goal 3	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter Elizabeth Levinse Resident Census DON/QIDP 1:1 Rounding with Direct Care Staff Community Outings on Avail. Days ELC Turnover %	150% 79% 1 91% ent/Marketing Actual 2 1 1 1 con Center Actual 100% 9	90% 80% 2 80% Standard 3 1 1 Standard 92% 4	100% 82% 1 90% Goal 2 1 Goal 96% 8
Goal 2 Goal 4 Goal 1 Goal 2 Goal 3 Goal 1 Goal 2 Goal 3	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections Human Resource % Evaluations Completed Timely Time to Hire (Days) Decision to Orientation First Year Voluntary Termination Maintenan	Actual 18 18 0 ss/Training Actual 79% 24 75%	3 5 1 50% Standard 20 15 1 Standard 85% 30 25%	1 8 2 80% Goal 18 13 0 Goal 95% 20 20% Goal	Goal 2 Goal 3 Goal 4 Goal 1 Goal 2 Goal 3 Goal 2 Goal 3 Goal 3 Goal 4	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Development Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter Elizabeth Levinson Resident Census DON/QIDP 1:1 Rounding with Direct Care Staff Community Outings on Avail. Days ELC Turnover %	150% 79% 1 91% ent/Marketing Actual 2 1 1 on Center Actual 100% 9 100% 9% nes Actual	90% 80% 2 80% Standard 3 1 1 Standard 92% 4 85% 85% Standard	100% 82% 1 90% Goal 2 2 1 Goal 96% 8 100% 100% Goal
Goal 2 Goal 4 Goal 1 Goal 2 Goal 3 Goal 1 Goal 2 Goal 3	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections Human Resource % Evaluations Completed Timely Time to Hire (Days) Decision to Orientation First Year Voluntary Termination Maintenan Facility Safety Audits - # locations Work Order Completion Avg Time to Complete (Days) Staff Meetings	Actual 18 18 0 s/Training Actual 79% 24 75% cce Actual 5	3 5 1 50% Standard 20 15 1 Standard 85% 30 25% Standard 4	1 8 2 80% Goal 18 13 0 95% 20 20% Goal 5	Goal 2 Goal 3 Goal 4 Goal 2 Goal 3 Goal 2 Goal 3 Goal 4 Goal 1 Goal 2	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Developme Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter Elizabeth Levinse Resident Census DON/QIDP 1:1 Rounding with Direct Care Staff Community Outings on Avail. Days ELC Turnover % Waiver Hore	150% 79% 1 91% ent/Marketing Actual 2 1 1 1 1 100% 9 100% 9% nes Actual \$4,556	90% 80% 2 80% Standard 3 1 1 Standard 92% 4 85% 85% Standard \$3,745	100% 82% 1 90% Goal 2 2 1 Goal 96% 8 100% 100% Goal \$3,933
Goal 2 Goal 3 Goal 1 Goal 2 Goal 3 Goal 2 Goal 3 Goal 2 Goal 3	within an appropr. # of days OPT Referrals Completed Outreach Activity for Referrals/Wk HCT referral Packets within 3 Days Finance Program Dashboards to Dept Head Financial Statements to Dept Heads Financial Report Corrections Human Resource % Evaluations Completed Timely Time to Hire (Days) Decision to Orientation First Year Voluntary Termination Maintenan Facility Safety Audits - # locations Work Order Completion Avg Time to Complete (Days)	Actual 18 18 0 s/Training Actual 79% 24 75% cce Actual 5	3 5 1 50% Standard 20 15 1 Standard 85% 30 25% Standard 4 1.4	1 8 2 80% Goal 18 13 0 Goal 95% 20 20% Goal 5	Goal 2 Goal 4 Goal 1 Goal 2 Goal 3 Goal 2 Goal 3 Goal 4 Goal 3 Goal 4 Goal 1 Goal 2	Total Students Enrolled Compared to Budget Dept Billed Time vs Paid Time All Combined Number of Staff Terminations Students Enrol./Decl. Medical Model Business Development Marketing Collateral Turnaround Monthly Press Releases Quarterly Newsletter Elizabeth Levinson Resident Census DON/QIDP 1:1 Rounding with Direct Care Staff Community Outings on Avail. Days ELC Turnover % Waiver Horn Net Income Home Census	150% 79% 1 91% ent/Marketing Actual 2 1 1 0n Center Actual 100% 9 100% 9% nes Actual \$4,556 7	90% 80% 2 80% Standard 3 1 1 Standard 92% 4 85% 85% Standard \$3,745 7	100% 82% 1 90% Goal 2 2 1 Goal 96% 8 100% 100% Goal \$3,933 9