

Balanced Scorecard

2014-15

Customer Service and Quality	✓	88.05 %
Key Success:	✓	Use of evidence-based clinical interventions has dramatically improved, indicating that the advanced training has been successful.
Key Challenge:	✓	Completion of crisis plans and Ontario Common Assessment of Need has increased to 65% and 80% respectively, but we are still not at the level required to demonstrate full compliance with standards.
Fiscal Performance	✓	100%
Key Success:	✓	We are meeting all of our financial targets.
Key Challenges:	✓	Budget pressures will continue and we need to continually find new efficiencies in our operations.
Operational Effectiveness	✓	93.47%
Key Success:	✓	Last year, our challenge was to increase our Branch core competencies* by assuring that all staff are at Level I.
Key Challenge:	✓	This year, our challenge is to evaluate all staff at the Level II category of core competencies*.
Workplace Health and Excellence	✓	85.00 %
Key Success:	✓	Results from our staff survey** demonstrated a high level of staff satisfaction in most areas. For example, 97% of staff felt that CMHA Niagara values their ongoing growth and development.
Key Challenge:	✓	Of the 65 areas measured in our employee survey**, one received the lowest score of 55%. Employees felt that their work is not free from unnecessary interruptions and disruptions. Employees have highlighted this and three other categories as challenges for improvement.
<p>* CMHA Niagara adopted, in 2012, the evidence-based "Competencies for Canada's Substance Abuse Workforce"</p> <p>** In 2013 CMHA Niagara adopted the new National Standard of Canada for Psychological Health and Safety in the Workplace survey.</p>		