

# Balanced Scorecard 2013-2014

Customer Service and Quality	✓	80.3 %
Key Success:	✓	Increased access for clients to our services, through enhanced community information
Key Challenge:	✓	Increase the percentage of completed common assessments
Fiscal Performance	✓	97%
Key Success:	✓	Meeting all of our financial targets
Operational Effectiveness	✓	89.74%
Key Success:	✓	Meeting our funder-mandated client targets
Key Challenge:	✓	Increase our core competencies
Workplace Health and Excellence	✓	85.5 %
Key Success:	✓	No increase in WSIB claims
Key Challenge:	✓	Continued emphasis on Wellness Campaign