

Performance Scorecard Report

Fiscal Year April 1 2022 to March 31 2023

Scorecard Index Components																				
FYYYY	2018				2019				2020				2021				2022			
Aim	FQ1	FQ2	FQ3	FQ4	FQ1	FQ2	FQ3	FQ4	FQ1	FQ2	FQ3	FQ4	FQ1	FQ2	FQ3	FQ4	FQ1	FQ2	FQ3	FQ4
Persons Supported and Family Experience																				
Outstanding Experience																				
Environment																				
Life Plan																				
Meet Needs																				
Positive Communication																				
Quality Care																				
Service Satisfaction																				
Value Role Community																				
Persons Supported and Family Health Outcomes																				
Safety and Risk Reduction																				
Behavioral Incidents (Residence)																				
Provider Experience																				
Staff Satisfaction																				
Information and Resources																				
Management Relations																				
Opportunity																				
Overall Satisfaction																				
Role Feedback																				
Teamwork																				
Value and Efficiency																				
Financial Ratios																				
Accounts Payable Turnover																				
Net Income Ratio																				
Quick Ratio																				
Total Expenditure Ratio																				
Total Revenue Ratio																				
Governance																				
Governance Conduct																				
Governance Effectiveness																				
Governance Feedback																				
Governance Individual																				
Governance Relationship																				
HR Ratios																				
Staff Retention Rate																				
Training Hours per FTE-Year																				
Strategy																				
Strategic Plan Execution																				
Strategic Plan Status Reporting																				