Performance & Quality Improvement Scorecard
2019-2020

Quality Measure	Goal Statement	Baseline	Q1	Q2	Q3	Q4
Quality of Life Surveys	Satisfaction Questions will meet or exceed 90% overall.	July-Jun 2018 92%	24 participants 92%	20 participants 91%	Surveys not completed due to COVID	Surveys not completed due to COVID
Crossroads Program Satisfaction Survey	Overall Program Satisfaction will meet or exceed 80%	N/A	Crossroads Survey has been finalized and will be administered in Q2	3 participants 96%	Surveys not completed due to COVID	Surveys not completed due to COVID
Bed Checks	100% of Bed Checks will be performed as required	April –June 2019 2nd Shift = 60% 3rd shift = 94% completion	411 completed 2nd = **74%** 3rd = **92%** Completion	250 completed 2nd = 80% 50 incomplete 3rd = 99% 3 incomplete	275 completed 2nd = 85% 40 incomplete 3rd = 100%	250 completed 2nd = 82% 44 incomplete 3rd = 99% 3 incomplete
Ratio	Ratio will be maintained 100%	N/A	**September** **75%**	83% (4 checks per month) 1st = 75% 2nd = 75% 3rd = 100%	91% 1st = 100% 2nd = 75% 3rd = 100%	Checks not completed due to COVID
Employee Retention	Increase Employee Retention by 10% (cumulative)	2018-2019 (July-June) 46.77% retention	**81.36% YTD** (17.65% QT)	**62.72% YTD** (16.75% QT)	**49.15% YTD** (13.11%QT)	**38.98% YTD** (9.28%QT)
Donor Acquisition	Improve retention of 1st time donors by 5%	26% Fiscal year 2018-2019	**1.7%** (12/703)	**11%** (77/703)	**19%** (137/703)	**23%** (162/703)
Teammate Satisfaction Survey	Satisfaction questions will meet or exceed 85% satisfaction	86% overall satisfaction October 2018	Survey will roll out in November	86%	N/A	N/A
Teammate 90-day survey	Satisfaction questions will meet or exceed 80% satisfaction	N/A All new teammates are required to take the 90 day survey	Survey will roll out in Q2	All new teammates participated in the survey **98%**	Surveys not completed due to COVID	No new employees