

FY12 CarePartners of Georgia, Inc.
Performance Score Card

Agency Goal	Domains	Strategic Objectives	Measures	Target	YTD	Key
	Access	Youth CORE BH services provided in the community	BH Services provided in non-traditional settings.	80%	96%	↑
	Efficiency	Clinical Staff Productivity Level	Productivity Rate	55%	65%	↑
	Effectiveness	Improvement in Functioning	Reduction in Total CAFAS	50%	80%	↑
	Follow Up Effectiveness	Improvement in Functioning	Youth successfully discharged have not been in CSU/PRTF placements 6 months post d/c	70%	95%	↑
	Satisfaction	Increase Consumer/Family Satisfaction	Satisfaction Rates	80%	90%	↑
	Satisfaction	Increase Stakeholder Satisfaction	Satisfaction Rates	80%	100%	↑
	Risk/Corporate Compliance	Reduce Risks	% Conformance With HIPAA/Corporate Compliance	100%	100%	↑
	Risk/Corporate Compliance	Reduce Risks	Number of DBHDD Category I & II Incident Occurrences	0	0	↑
	Risk/Corporate Compliance	Reduce Risks	Number of Workers Comp Injuries	0	0	↑
	Risk/Corporate Compliance	Reduce Risks	% of Internal Billing Errors	100%	100%	↑
	Risk/Corporate Compliance	Reduce Risks	% of Avoidable Accidents	0%	0%	↑
	Human Resources	Train Staff In Best Practices	DBT/ TF-CBT Training	90%	100%	↑
	Health/Safety	Reduce Risks/Increase Staff/ Consumer Safety	Compliance with UnScheduled Drills	100%	100%	↑
	External Audits	Compliance with DBHDD/ DCH Billing Standards	APS Audit/CMO Findings	90% billing score	96%	↑
	External Audits	Compliance with DBHDD	APS Audit Findings	90% Docume	97%	↑

		Documentation Standards		ntation		
	Clinical Documentat ion Peer Reviews	Compliance With CPGA Standards	% of Compliance With Internal Peer Reviews	98%	90%	↑

KEY: ↑=Exceeds Target ↔=Steady Progress ↓=Warrants Attention