

**FY14 CarePartners of Georgia
Agency Score Card**

Agency Goal	Domains	Strategic Objectives	Measures	Target	YTD	
	Access	CORE BH services provided in the community	BH Services provided in non-traditional settings.	80%	90.6	100%
	Efficiency	Clinical Staff Productivity Level	Productivity Rate	60%	62.5%	60.6%
	Effectiveness	Improvement in Functioning	Reduction in Total CAFAS	50%	64.8%	100%
	Follow Up Effectiveness	Improvement in Functioning	Individuals served have not been in out of home placements 6 months post treatment	70%	100%	100%
	Satisfaction	Increase Consumer/Family Satisfaction	Satisfaction Rates	90%	98.5%	98.6%
	Satisfaction	Increase Stakeholder Satisfaction	Satisfaction Rates	90%	98.6%	100%
	Risk/Corporate Compliance	Reduce Risks	% Conformance With HIPAA/Corporate Compliance	100%	100%	
	Risk/Corporate Compliance	Reduce Risks	Number of 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 Training	90%	100%	
	Health/Safety	Reduce Risks/Increase Staff/Consumer Safety	Compliance with Scheduled Drills	100%	100%	
	External Audits	Compliance with DBHDD/ DCH Billing Standards	APS Audit/CMO Findings	90% billing score	95%	
	External Audits	Compliance with DBHDD Documentation Standards	APS Audit Findings	90%	96.9%	
	Clinical Documentation Peer Reviews	Compliance With CPGA Standards	% of Compliance With Internal Peer Reviews	90%	97.5%	94.5%