



### **Good to Great!**

**“Greatness is not a function of circumstance. Greatness, it turns out, is largely a matter of conscious choice, and discipline.”**

**--Jim Collins**

## 2015- 1<sup>st</sup> quarter

**3,642** individuals and families received helped through CFLR's **16** rehabilitative services, prevention and education services **for just \$175.00** (*1<sup>st</sup> quarter it is 130.00*) **per family per year.**

*(1,876 total for 2014)*

- Total Number Served for 2015 1st Quarter – 3,642
- Totals per program
  - EAP – 418 (includes training)
  - DDP –79
  - Professional Training- 262
  - Compeer – 419
  - OCPC-2,038
  - Clinic Services-426

*Currently identifying a productivity measure within CFLR to add value base to this report*

# Performance Management System

## 2015

- Establish 2015 Corporate Goals
- Create Balanced Score Card as growth tool for Agency
- Link goals to Leadership Team individual performance evaluations
- Use current Annual Evaluation policy and procedure
  - Implement Leadership Development plans into Annual Evaluations

## 2016

- Establish 2016 Corporate Goals
- Update Balanced Score Card as growth tool for Agency
- Link goals to Leadership Team individual performance evaluations
- Create a new policy and procedure for new performance evaluation (leadership only)
- Implement use of competency based on performance evaluation for leadership only
- Annual performance evaluation with “needs improvement or an unsatisfactory score requires 90 Day Action Plan

## 2017

- Establish 2017 Corporate Goals
- Update Balanced Score Card as growth tool for Agency
- Link goals to Leadership Team & staff individual performance evaluations
- Create a new policy and procedure for new performance evaluation (all staff)
- Implement use of competency based on performance evaluation for all staff
- Annual performance evaluation with “needs improvement or an unsatisfactory score requires 90 Day Action Plan

# Center for Family Life and Recovery, Inc.

## Corporate Goals 2015

### Finance

KRA # 4: Financial Sustainability

KRA # 5: Progressive & Effective Internal Operations

1. **Exceed Budgeted Revenue by 3%**
2. **Reduce Non-salary expense by 3%**

### Quality

KRA # 2: Quality Programs and Services

KRA # 5: Progressive & Effective Internal Operations

3. **Develop and Implement a Balanced Score Card – April 1<sup>st</sup>**
4. **Create and Implement a Performance Management System- by April 1<sup>st</sup>**
5. **Achieve excellence in the workplace**
  - Increase productivity with a 20 % reduction in lost workdays per year due to stress.
  - Achieve customer satisfaction levels = > 90%
  - Achieve 100% of clients offered appointments in 10 business days.
  - Develop and Implement a Leadership Training and Mentoring Program by October 1<sup>st</sup>

### Growth

KRA # 2: Quality Programs and Services

KRA # 3: Strong Market Position

KRA # 4: Financial Sustainability

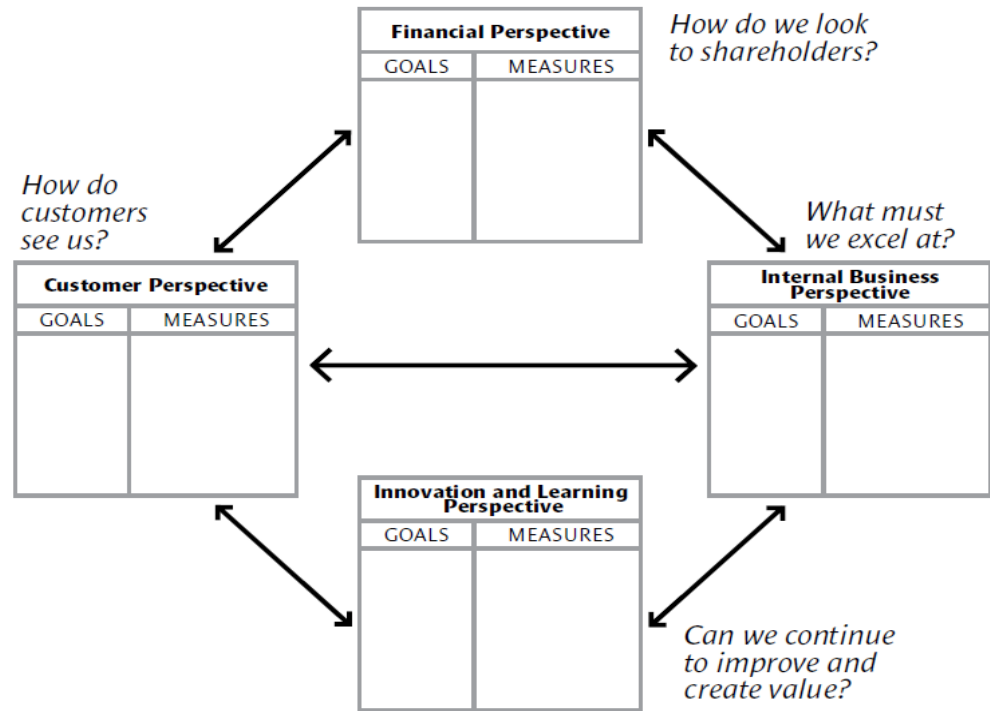
KRA # 5: Progressive & Effective Internal Operations

6. **Increase General and Clinical Program Offering by 2%**
  - Grow external training program attendance by 100%
  - Implement three new services
7. **Identify potential Strategic Partners by May 1<sup>st</sup>**
8. **Improve Brand clarity**
  - Increase fundraising by 5%
  - Increase grants/contracts 5%
  - Conduct 12 forum/focus groups by December 31<sup>st</sup>

# Demonstrating the Balanced Scorecard Card

*The balanced scorecard tracks all the important elements of a company's strategy—from continuous improvement and partnerships to teamwork and global scale. And that allows companies to excel.*

## The Balanced Scorecard Links Performance Measures



# Initiatives

## NYS Level in Partnership with Federal Level

DSRIP

Health Homes – Adult and Children



**Medicaid Redesign**

## CFLR Priority

Strategic Plan

Step up - Accountability

Alignment with Primary Care

Strategic Partnerships

Third Party Reimbursements



**Growth/Sustainability**



**NYS & Federal  
Initiatives**