

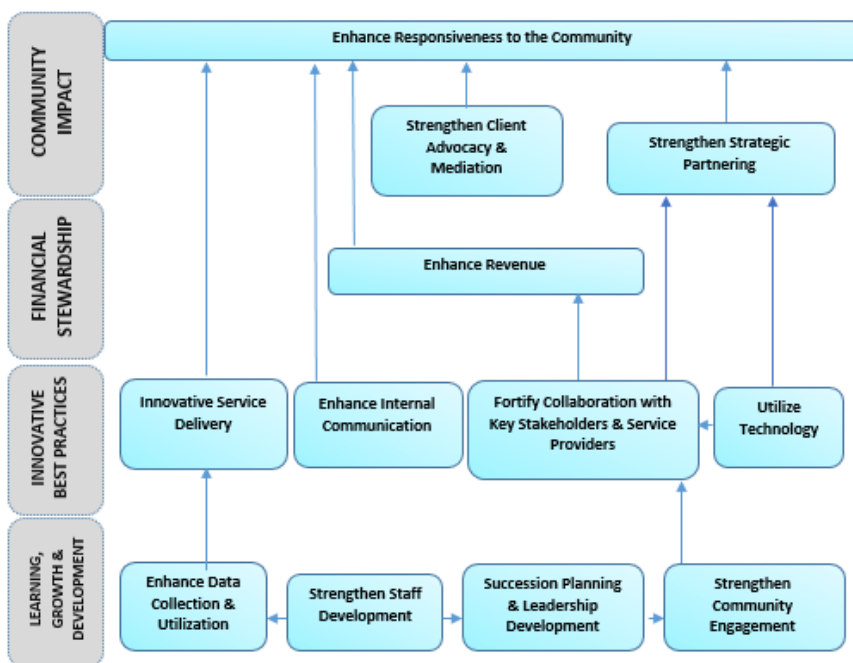


FAMILY SERVICES of PEEL  
Since 1971

# FAMILY SERVICES of PEEL

## BALANCED SCORECARD OVERVIEW

OBJECTIVES	PERFORMANCE MEASURES	TARGETS	ACTIONS
<b>Perspective: Community Impact</b>			
<b>Enhance Responsiveness to the Community</b>	<ul style="list-style-type: none"> <li>HEIA tool score</li> <li>Customer Satisfaction score</li> <li>Position papers on violence and homelessness</li> </ul>	TBD 91% 2 papers	<ul style="list-style-type: none"> <li>Pilot HEIA tool</li> <li>Implement online client survey</li> <li>Position papers on homelessness and violence</li> <li>Balanced Scorecard</li> </ul>
<b>Strengthen Client Advocacy &amp; Mediation</b>	<ul style="list-style-type: none"> <li>Ministry mandated compliance</li> <li>Client Feedback rate</li> <li>Hours on outcomes-based advocacy cases</li> <li># of client stories profiled to Board of Directors</li> </ul>	100% >15% TBD 6	<ul style="list-style-type: none"> <li>Establish a process for capturing and presenting client stories in the waiting area</li> <li>Create a Caseworks stat sheet to track # of hours spent on outcomes-based advocacy and result achieved</li> </ul>
<b>Strengthen Strategic Partnering</b>	<ul style="list-style-type: none"> <li># of unique partnerships in area of homelessness and violence that promote individual and community outcomes</li> <li># of organizations profiled that align with FSP priorities in violence and homelessness</li> </ul>	TBD TBD	<ul style="list-style-type: none"> <li>Create a partnership directory</li> <li>Map Peel agencies that serve clients affected by violence and/or homelessness</li> <li>Assume leadership positions on appropriate committees</li> </ul>
<b>Perspective: Financial Stewardship</b>			
<b>Enhance Revenue</b>	<ul style="list-style-type: none"> <li>Balanced Budget</li> <li>Profitable programs</li> <li>Revenue from MOUs</li> <li>Ethical accounting</li> </ul>	100% 10-15% (overhead) TBD Risk: Low	<ul style="list-style-type: none"> <li>Managers identify and respond to appropriate funding proposals</li> <li>Train managers on basics of budget planning for proposals</li> </ul>
<b>Perspective: Innovative Best Practices</b>			
<b>Fortify Collaboration with Key Stakeholders &amp; Service Providers</b>	<ul style="list-style-type: none"> <li>Graduate placement students hired by FSP</li> <li># Community partnership lunches</li> <li># of new partnerships</li> <li># of current strategic partnerships retrained</li> </ul>	TBD 2/year TBD 14	<ul style="list-style-type: none"> <li>Recognize key partners at AGM</li> <li>Host community appreciation lunch</li> </ul>
<b>Utilize Technology</b>	<ul style="list-style-type: none"> <li># of followers on social media platforms (Twitter, Facebook)</li> <li>Website visitors</li> <li>Invitations to respond to position papers</li> </ul>	>627 Twitter followers >125 likes Facebook	<ul style="list-style-type: none"> <li>Create section on website to highlight position papers</li> <li>3 tweets / day</li> </ul>
<b>Enhance Internal Communication</b>	<ul style="list-style-type: none"> <li>All-staff meetings per year</li> <li># of staff presentations per year</li> <li># of Staff surveys per year</li> </ul>	4 16 4	<ul style="list-style-type: none"> <li>Create and distribute surveys after every staff meeting</li> </ul>
<b>Innovative Service Delivery</b>	<ul style="list-style-type: none"> <li># of days of cultural competency training per year</li> <li>HEIA score</li> <li>Days of Walk-in services available to FSP clients through partnerships</li> <li>Agreements with partners to coordinate walk-in services</li> </ul>	2 TBD 6 days TBD	<ul style="list-style-type: none"> <li>Explore funding opportunities for a diversity coordinator</li> <li>Implementing HEIA tool to identify if services are attracting diverse clients</li> <li>Develop best practices with like-minded organizations on walk-on</li> <li>Create Walk-in manual for reception staff</li> </ul>
<b>Perspective: Learning, Growth, &amp; Development</b>			
<b>Enhance Data Collection &amp; Utilization</b>	<ul style="list-style-type: none"> <li># of managers trained in utilizing HEIA tool</li> <li># of frontline staff trained</li> </ul>	100% 100%	<ul style="list-style-type: none"> <li>Pilot HEIA tool</li> <li>Implement system to capture a) source of referrals and b) intra-Agency referrals</li> <li>Identify baseline data</li> <li>Utilize data obtained to enhance seamless services, quality of services, and identify gaps</li> </ul>
<b>Strengthen Staff Development</b>	<ul style="list-style-type: none"> <li>Meeting &amp; exceeding mandatory standards</li> <li># of client complaints received</li> <li>Implementing new staff evaluation</li> </ul>	100% TBD 100%	<ul style="list-style-type: none"> <li>Developing Agency-wide "social contract" between clients &amp; staff</li> <li>Streamline complains process</li> <li>Internal Audit surveying staff expertise</li> </ul>
<b>Strengthen Community Engagement Capacity</b>	<ul style="list-style-type: none"> <li># of MOUs/contracts/ invitations and request regarding service delivery</li> <li># of responses to position papers</li> </ul>	1-4 1-10	<ul style="list-style-type: none"> <li>Exploring training opportunities with which to engage community</li> <li>Producing marketing plan/ hire marketer</li> <li>Completion of position papers on homelessness and violence</li> </ul>
<b>Succession Planning &amp; Leadership Development</b>	<ul style="list-style-type: none"> <li># of Secondment procedures in place</li> <li># of scheduled Lunch &amp; Learns per year</li> </ul>	TBD 1-2	<ul style="list-style-type: none"> <li>Formalize secondment procedures</li> </ul>



<b>MISSION</b>
Through leadership, collaboration and innovation, we support Families and individuals in Peel to Transform Lives
<b>VISION</b>
Transforming Lives in Peel
<b>VALUES</b>
Responsiveness Excellence, leadership, innovation Service Accessibility and Inclusion Partnership and Collaboration Engaging Community Client Driven Transparency
<b>STRATEGIC DIRECTIONS</b>
1. Responsiveness to the Community 2. Provide Leadership, Collaboration, and Advocacy 3. Demonstrate Accountability