



Organizational Scorecard 2014-2015

Objectives	Measures	Performance Target	2014/2015
Fiscal Responsibility	Balanced Budget	0 Based (Nil)	Financial Target Met
	Monthly Board Reports	10 annually	Target Met
	# of Volunteers & Volunteer Hours	75 Volunteers 3,750	111 Volunteers 5,539 Volunteers Hours
	% of budget spent on administration	10%	9%
Organizational Health	% of staff turnover	10%	10%
	% of staff attending at least one professional development activity	80%	95%
	% of employee satisfaction	80%	95%
	% of staff trained in core competencies	80%	90%
Customer Satisfaction	Overall Consumer Satisfaction with Gateway	80%	85%
Effective & Efficient Service Delivery	Housing Occupancy Rates (Days Housed)	90%	95%
	Performance Targets Met	5% variance	Targets Met
	Average # of Days on Wait List	60 days	120 days