

Broome County Mental Health/Social Services Performance Management System

Monitoring/Oversight

- To ensure the delivery of quality services and to facilitate performance improvement activities
 - Performance measures monitor how well its going
 - Evaluation tells us why its going well or poorly
 - Utilize Site Visits, quarterly reports, satisfaction surveys, meeting attendance, year-end reports and/or annual reports
- Community Report Card
 - An integrated approach to planning & performance measurement
 - A scorecard to report effectiveness of Performance Management, Financial Management, Customer Satisfaction, Human Resource (Staff Vacancy)
- Contract Addendum
 - Provides overview of agency's program, goals, objectives, and measures
- Quarterly Reports & Site Visits
 - Quarterly Report Data reported on a quarterly basis
 - Quarterly Report contains Performance Measures
 - Provide useful information
 - Measure the right things
 - Provide meaningful information to decision makers
 - Site visit forms (4 forms used) ask for previous years data, year-end data, client satisfaction results, upcoming events, trainings, highlights of a 3 month to 6 month period and targets if appropriate
- Customer Satisfaction Surveys
 - To deliver high-quality customer-focused services
 - Utilize the likert scale response system