







Balanced Scorecard 2014-2015

		INDICATORS	ANNUAL TARGET	ACTUAL
 <p>FINANCIAL</p> <p>To succeed financially, how should we appear to our stakeholders?</p>		Annual operating surplus	\$2,888	\$8,706
		Proportion of Toronto Central LHIN Budget spent on program and central administration	25%	25.2%
		Board Members donating to SCI Ontario	100%	81%
		Total net revenue raised through fund development activities compared to budget	\$1,144,000	\$1,790,000
 <p>CLIENT / CUSTOMER</p> <p>To achieve our vision, how should we appear to our customers?</p>		Client satisfaction with services	83%	84%
		% Clients who recommend SCI Ontario Services	85%	93%
		Number of changes to municipal, provincial and/or federal government priorities, policies that will enhance quality of life for Ontarians living with a SCI	3	4
		Number of website visitors	61,500	61,264
 <p>INTERNAL BUSINESS PROCESSES</p> <p>To satisfy our stakeholders and customers, what business processes must we excel at?</p>		Total Number of clients served	1,876	2,014
		Number of clients with an SCI served	1,095	1,433
		Number of client service hours	124,188	124,115
		Number of paid job placements	62	102
 <p>LEARNING & GROWTH</p> <p>To achieve our vision, how will we sustain our ability to change and improve?</p>		Staff turnover	20%	12.70%
		Staff satisfied with working at SCI Ontario	85%	90%
		Staff satisfaction with training and professional development	80%	85%