



# Balanced Scorecard 2014-2015

<i>Perspective</i>	<i>Indicator</i>	<i>Target</i>	<i>Outcome</i>
<b>Financial</b>	% of total budget spent on administration	Less than 10%	9.9% of OBIA's annual budget was spent on administration
	% of increase in revenue through sponsorship	2.3%	OBIA's revenue increased 28% through sponsorship
	% of programs routinely using volunteers	80%	100% of OBIA programs use volunteers. The provincial Peer Support Program relies entirely on Volunteer Mentors to deliver peer support.
<b>Client/Consumer</b>	% of clients/consumers satisfied with the services received	90%	Through participation in our Peer Support Program, 93.3% of Mentors reported an increase in ABI knowledge and 88% of Partners reported an increase in their quality of life.
	% of clients/consumers who will refer services to others	90%	100% of Peer Support Participants would refer the program to others
	of public policy initiatives/groups where ABI is represented	Minimum of five	OBIA represented the voice of those living with ABI at numerous groups, committees and initiatives this year , including but not limited to:

			<ul style="list-style-type: none"> <li>• Provincial Parent Association Advisory Committee on Special Education Advisory Committees (PAAC on SEAC)</li> <li>• The Caregiver Coalition</li> <li>• Law Commission of Ontario: RDSP Consent and Capacity Focus Group</li> <li>• Parachute Canada Task Force</li> <li>• Expert Consensus Panel for Clinical Practice Guidelines for the Rehabilitation of Adults with Moderate to Severe Brain Injury</li> </ul>
<b>Internal/Business Processes</b>	# of requests for services responded to	1800	Incoming requests for support surpassed 3300. This total does not include contacts related to requests for public education, OBIA training programs, affiliate support or other OBIA programs.
	% of hours in service delivery	90%	90% of support staff hours this year were spent in the delivery of services including ABI support and peer support. Service hours also include advocacy on issues including school systems, quality of/ access to services and employer education.
	# of individuals trained in ABI	400	606 people were educated through OBIA Brock Certificate and Brain Basics Training Programs Over 1000 people were educated through

	# of new organizations engaged to heighten awareness about ABI and the organization	16	<p>OBI's numerous public education workshops and the following collaborative events:</p> <ul style="list-style-type: none"> <li>• MRI Appointments Conference: Brain Injury Diagnostics: What's New and What you Need to Know;</li> <li>• Assess Med Conference: Neuropsychological Validity Testing;</li> <li>• Thomson Rogers Back to School Conference: Emerging Technology and its Impact on Rehab</li> </ul> <p>Relationship building and community collaboration is paramount in assisting us to increase awareness and understanding of ABI. The following are some of the new organizations that OBI collaborated with this year to heighten ABI awareness and raise OBI's profile:</p> <p>MRI Appointments, Assess Med, Doug Smith Inc. Neuroconnect, St. Mikes Hospital, Nippissing Mental Health Housing and Support Services, People for Equal Partnership in Mental Health, North Bay Regional Health Centre, The Caregiver Conference, CAST Canada, Canadian Back Institute, Ontario Brain Institute, Pulsis Concussion Journal, The Aqueduct Foundation.</p>
<b>Organizational Health</b>	% of staff reporting moderate to high job satisfaction	90%	100% of staff reported moderate to high job satisfaction

	% of staff performance assessments completed	100%	100% informal performance assessments completed
	% attendance at Board meetings	Quorum at all meetings	100% - quorum achieved at all Board meetings in 2014 - 2015