



# Balanced Scorecard 2015-2016

<i>Perspective</i>	<i>Indicator</i>	<i>Target</i>	<i>Outcome</i>
<b>Financial</b>	% of total budget spent on administration Balanced budget % of programs routinely using volunteers	Less than 10% Balanced year end finances 80%	
<b>Client/Consumer</b>	% of clients/consumers satisfied with the services received % of clients/consumers who will refer services to others #of initiatives where ABI is represented	85% 85% Minimum of five	
<b>Internal/Business Processes</b>	# of requests for programs/services responded to # of individuals educated in ABI # of collaborations and partnerships	2000 400 10	
<b>Organizational Health</b>	% of staff reporting moderate to high job satisfaction % of staff performance assessments completed % attendance at Board meetings	90% 100% Quorum at all meetings	