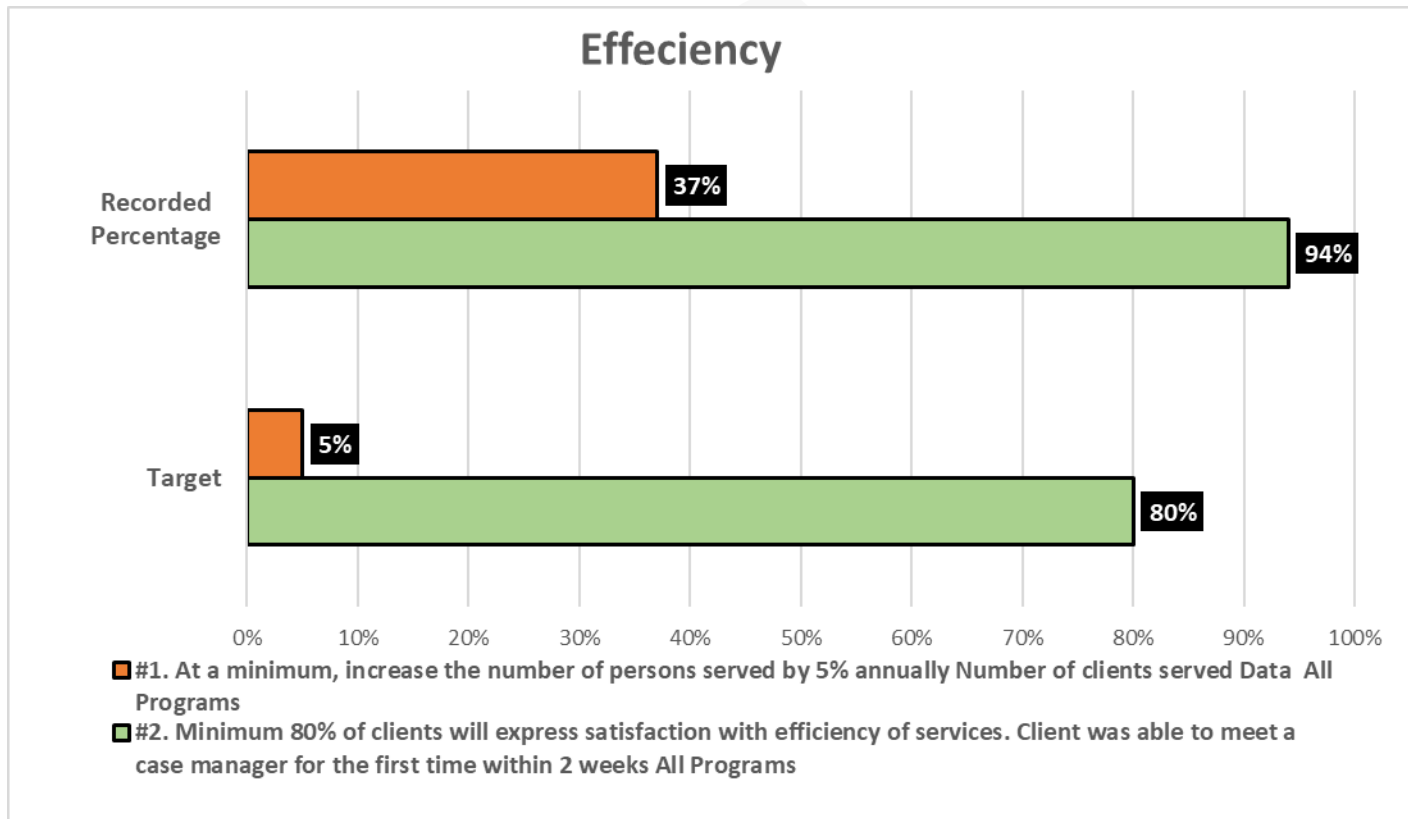


Performance Measurement and Management 2021-2022

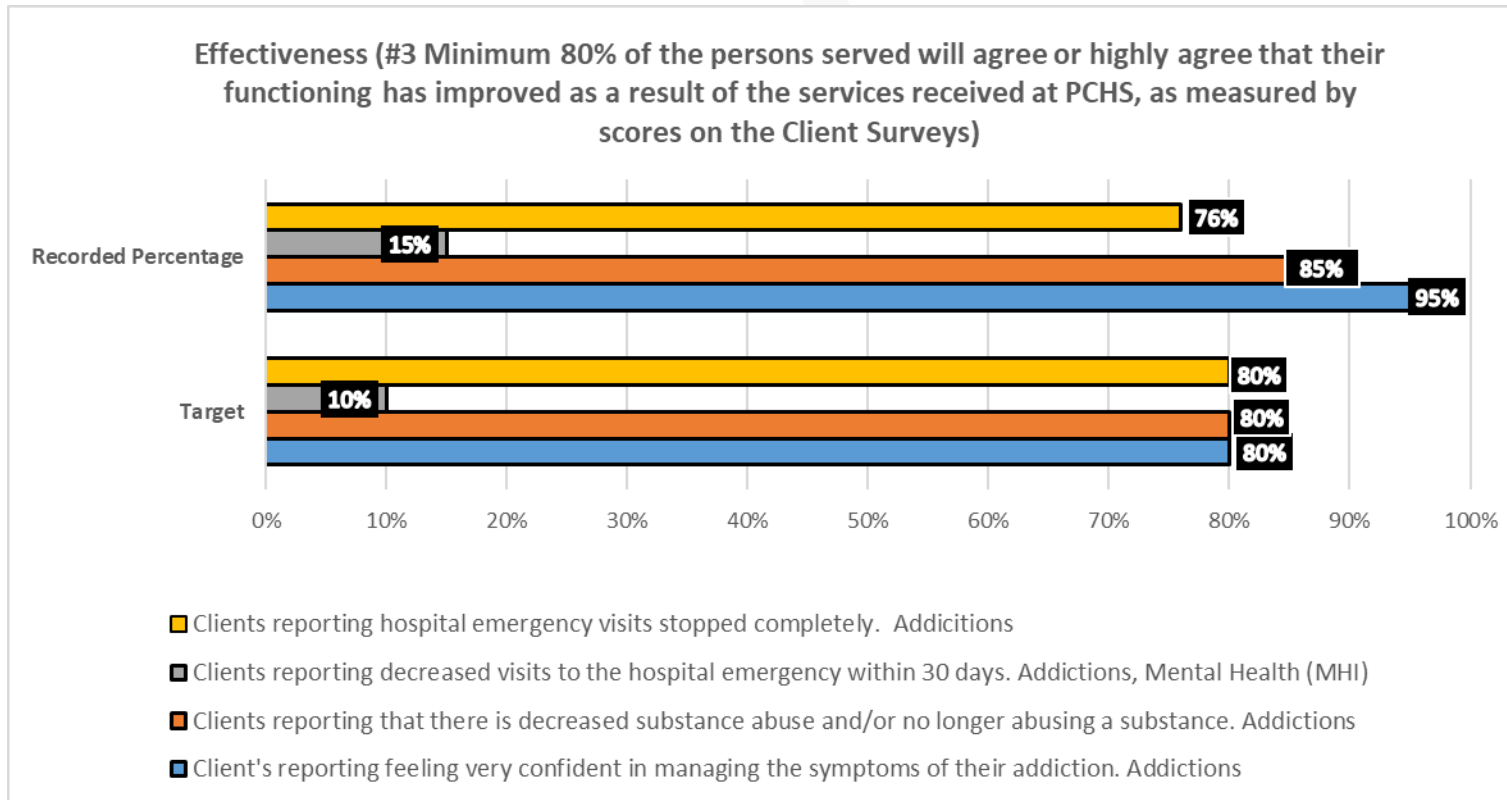


1. Efficiency:

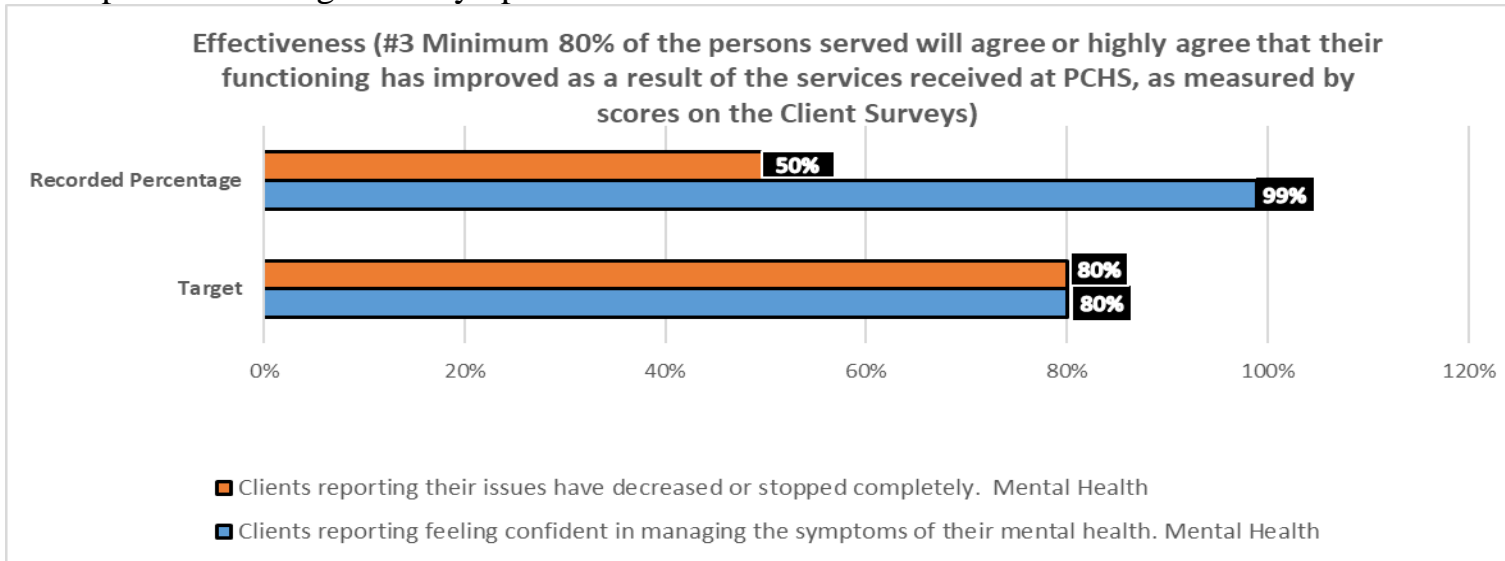


2. Effectiveness (#3 Minimum 80% of the persons served will agree or highly agree that their functioning has improved as a result of the services received at PCHS, as measured by scores on the Client Surveys):

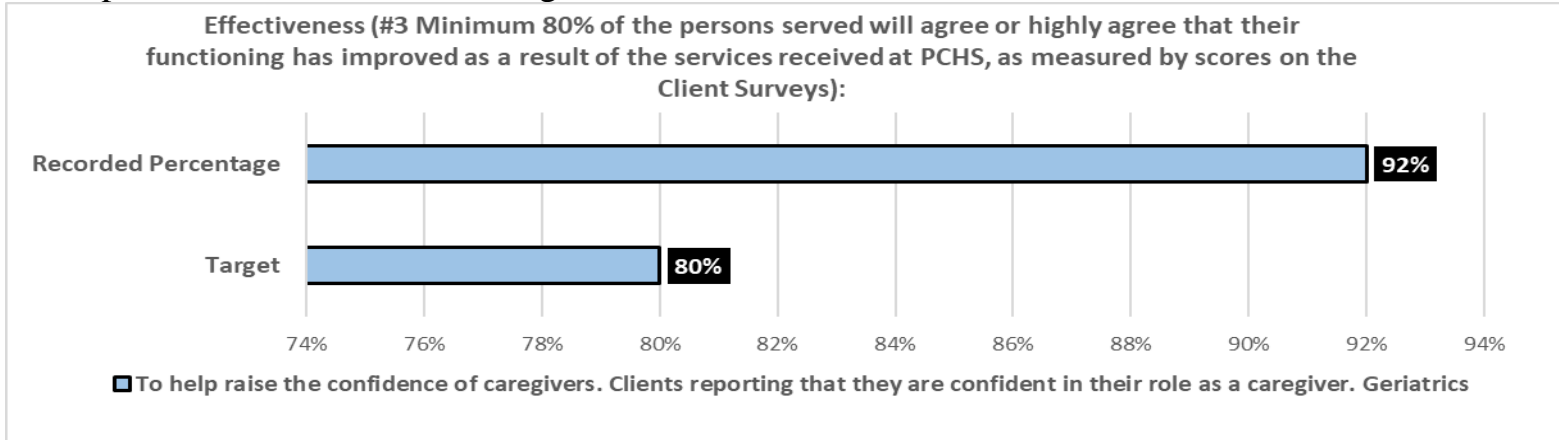
A. To help clients manage their symptoms and reduce hospital visitations.



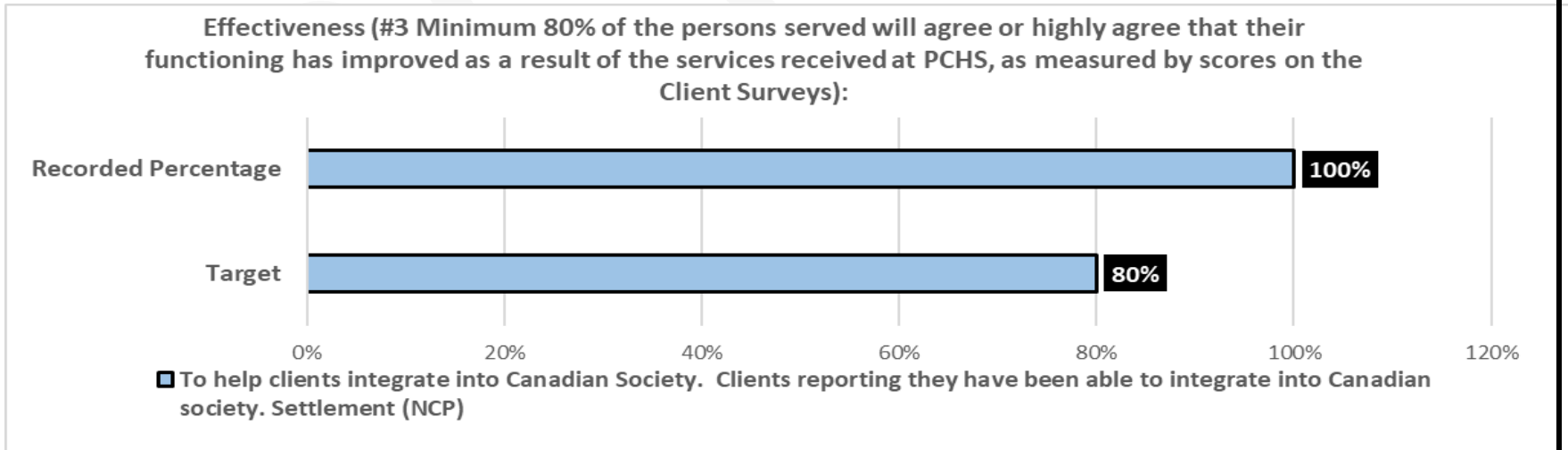
B. To help clients manage their symptoms and decrease reduce their issues.



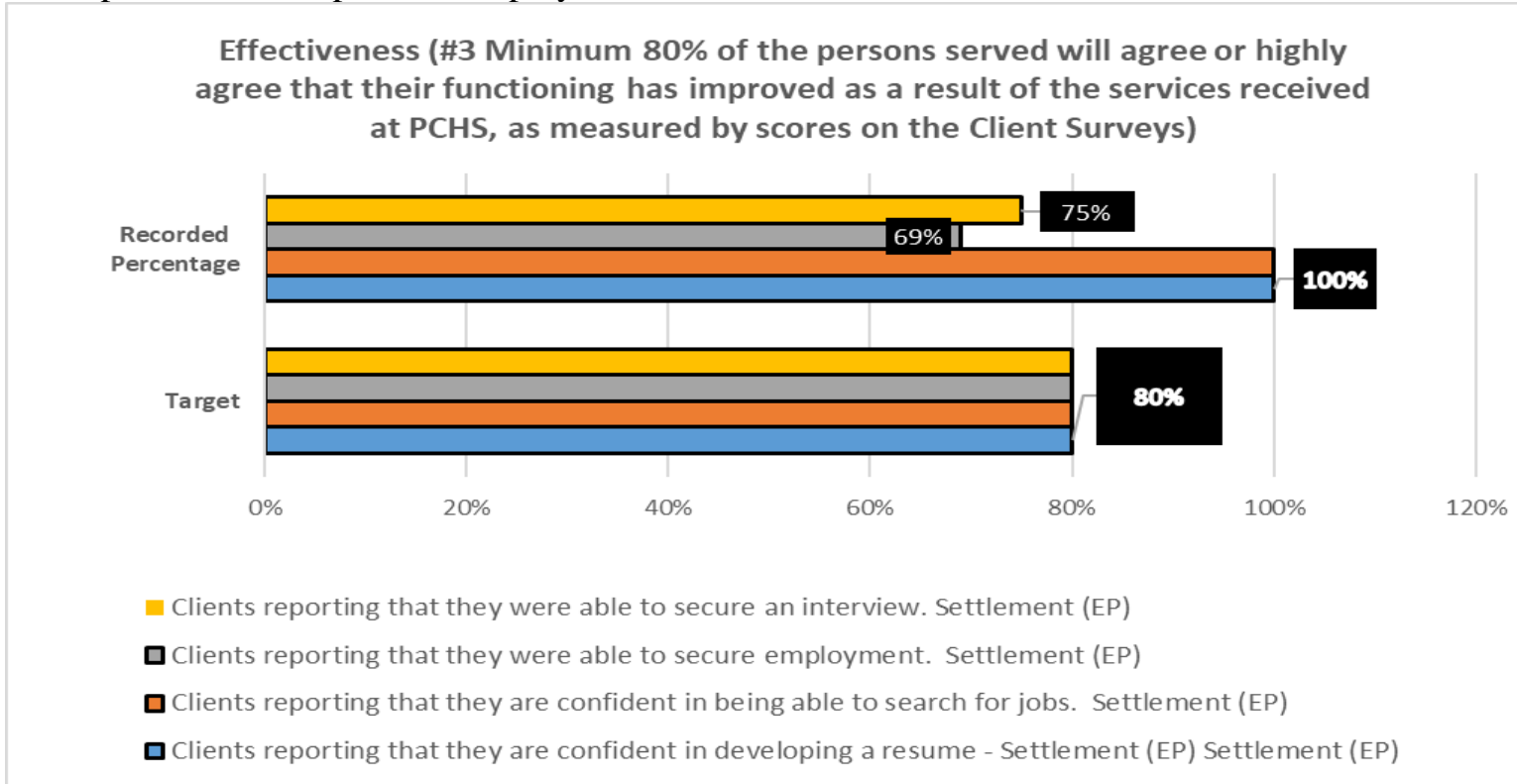
C. To help raise the confidence of caregivers.



D. To help clients integrate into Canadian Society.

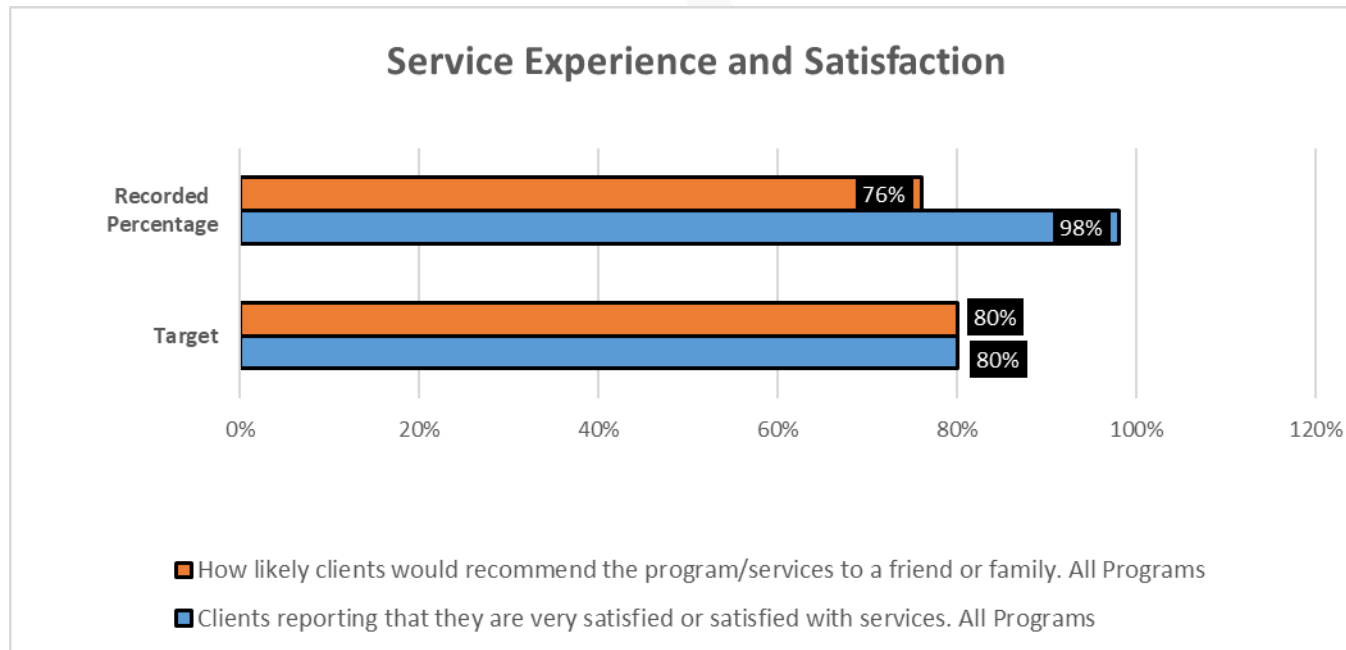


E. To help clients develop secure employment.



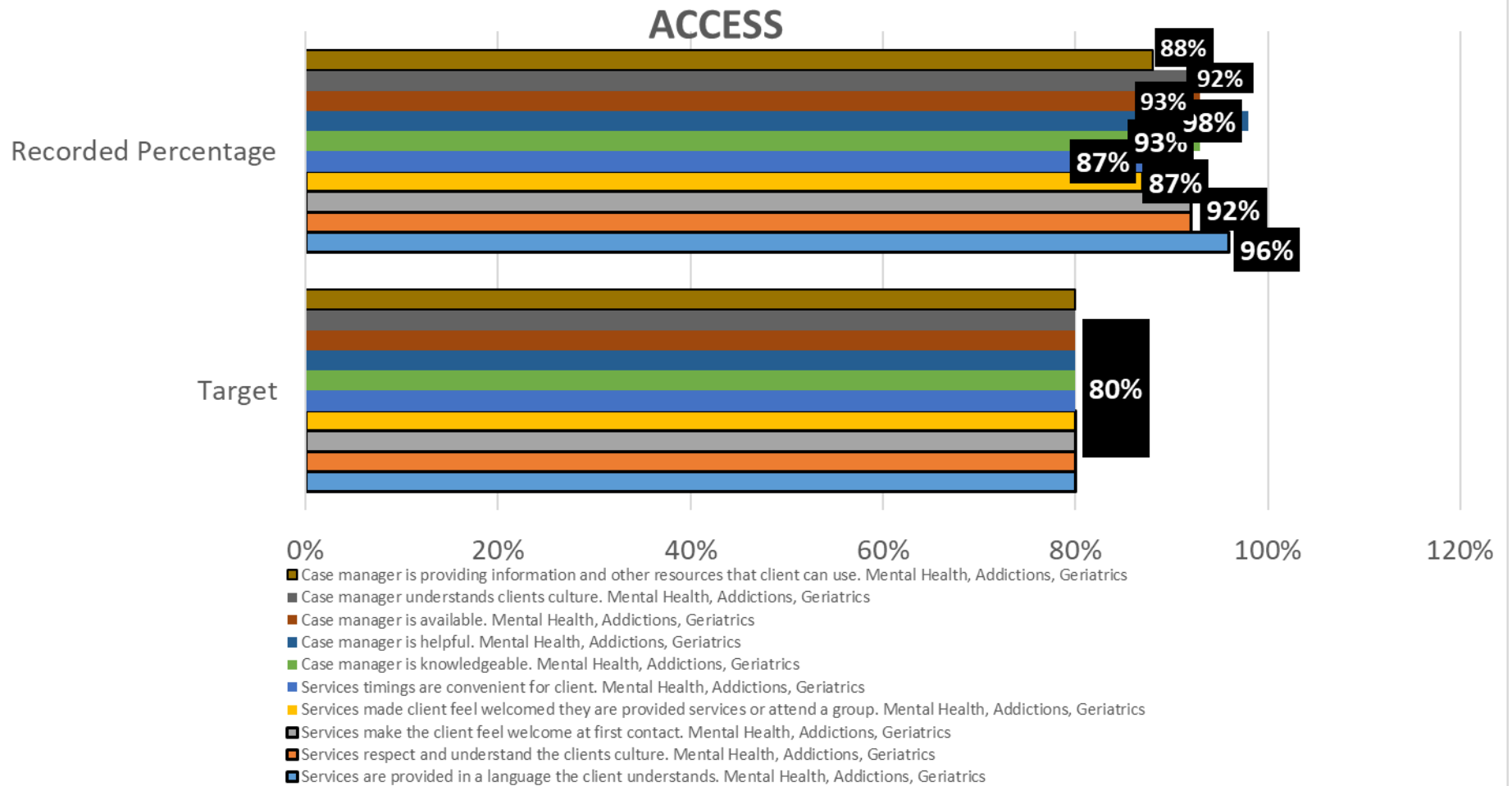
3. Service Experience and Satisfaction

A. #4. Minimum 80% of the persons served express satisfaction with service experience



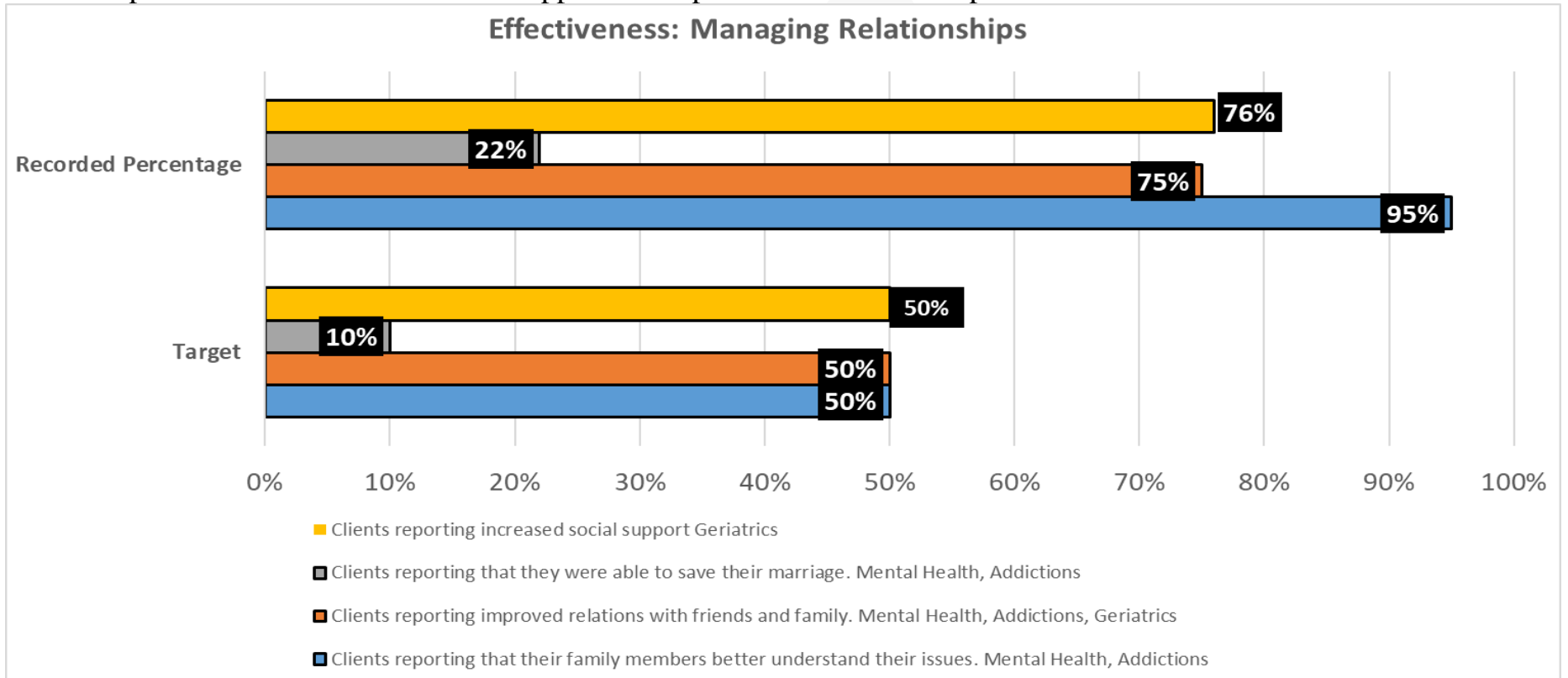
4. Access

A. # 5: Minimum 80% of the clients express satisfaction with services and access



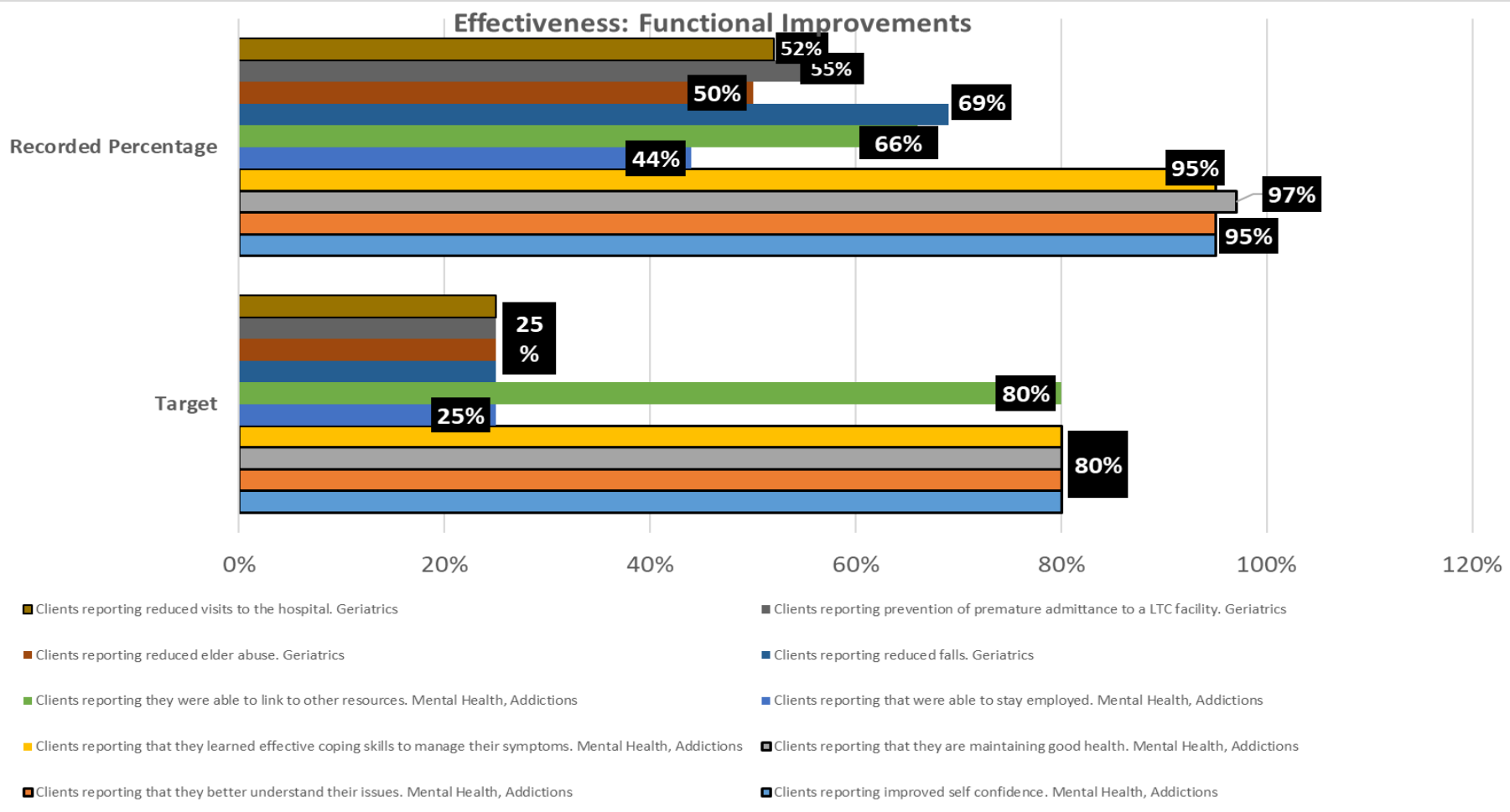
5. Effectiveness: Managing Relationships

A. To provide clients with skills and supports to improve their relationships.



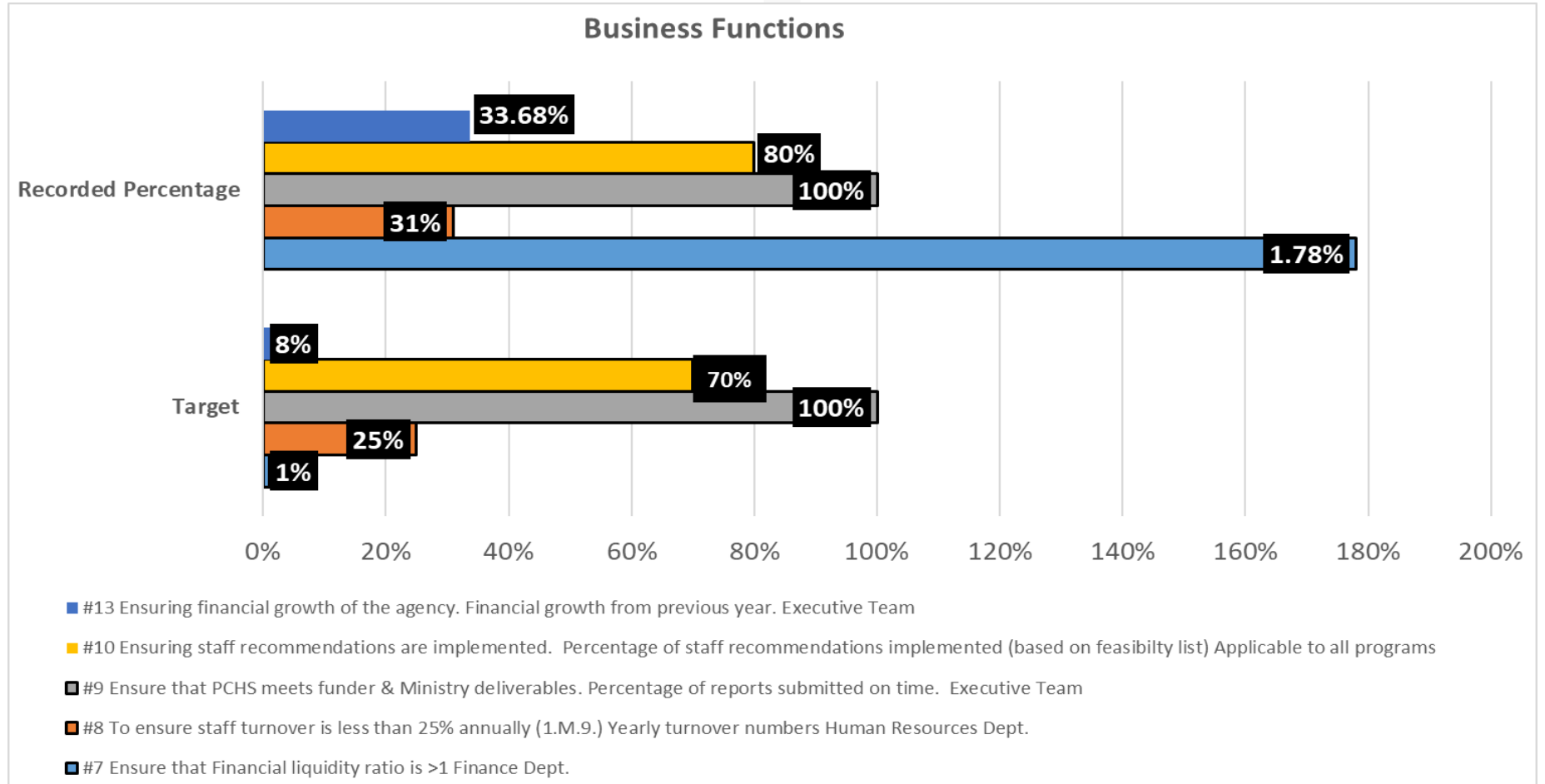
6. Effectiveness: Functional Improvements

A. To provide clients with the skills and supports needed to improve themselves.

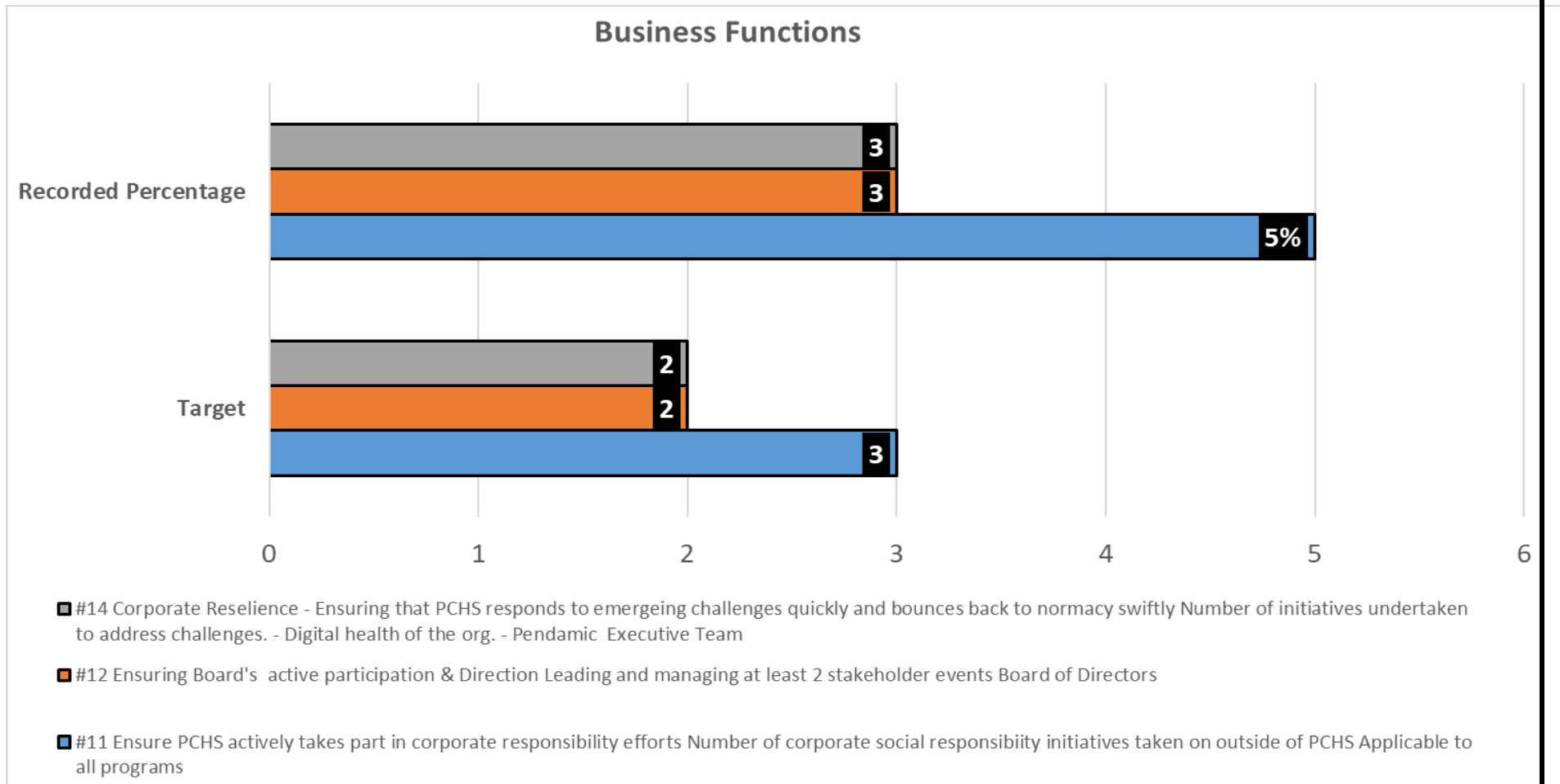


7. Business Functions

A. Objectives 7, 8, 9, 10 and 13



B. Objectives 11, 12 and 14



*Any objectives where the targets were not met, a mitigation/ continuous improvement plan has been put in place to address them.