

HOME

SERVICE GOAL VALIDATION

2009-10 Goals

Select A Chapter

Chapter Balanced Score Card

South Dakota Chapter

CBSC ELEMENTS	Education Hours	Membership Count	Financial Executive Metric	Member Overall Satisfaction	Provider %Officers & Board	Seamless System of Service	Days Cash on Hand Range	DCMS Timely Reporting	Chapter Goal Achievement	OPS* Total
METRIC	Minimum threshold or x% increase over prior year	Maintain May 1 start count	Maintain May 1 start count	At least X% of members responded "very or extremely satisfied"	At least X% of officers & board members are providers	At least X elements from SSS schedule	x days	Reporting compliance	% Achievement	n/a
REC 2008-09 TARGET	Minimum Threshold of 12.80 hours OR 3% increase over prior year	May 1 start count	May 1 start count	>=49.0%	>=60.0% OR At least 1 more officer or board member than prior year	2 elements	>=150 AND <=600 days	13 out of 14 events	100%	n/a
CBSC WEIGHT	25	20	10	10	10	5	5	10	5	100
Chapter Goals	19.17	147	37	65.4%	60.0%	2	595	14	---	---
Prior Year Performance	21.59	93% Retention	37.0	65.4%	81.8%	2	595.0	100	---	---
Current Year Performance	18.12	148 (100% of May 1 start count)	10 points awarded	65.4%	90.9%	2	563.6	14	70%	---
Points	25	20	10	10	10	5	5	10	0	95
	OPS:	Overall Performance Score (OPS) - The chapter's point total for all achieved elements, which may fluctuate throughout the year.								
	TPL:	Threshold Performance Level (TPL) - The threshold performance level is the minimum performance level set by the REC for chapters to be eligible for chapter awards such as education, membership, and certification awards of excellence, but not Yerger awards. For 2008-09, the TPL is set at 40 points.								
	Note:	If you have questions or need assistance, please contact Chapter Relations at (800) 252-4362 or e-mail chapter@hfma.org.								