MLHU Balanced Scorecard

Client and Community Confidence

Activities:
- ✓ Integrate community and client input and feedback mechanisms into strategic projects and program planning
- ✓ "We're Here for You" (Finger) Campaign
- ✓ Pilot shared work spaces

Tasks:
- ➢ Ensure consideration of community and client input and feedback is incorporated into the Planning and Evaluation Framework
- ➢ Gather community and client input for OSL
- ➢ Continue to advertise Health Unit services through the "We're Here for You" Campaign
- ➢ Ensure appropriate outreach services are incorporated into the Planning and Evaluation Framework

How do we measure this:
- ❖ Number of community engagement sessions
- ❖ Rapid Risk Factor Surveillance System – Awareness of Health Unit Module - % of people familiar with the health unit.

Corporate Services Balanced Scorecard

Client and Community Confidence

Activities:
- ✓ Integrate community and client input and feedback into the Organizational Structure and Location Project
- ✓ Pilot shared work spaces

Tasks:
- ➢ Conduct public consultations for the Organizational Structure and Location Project with appropriate community and client input methods
- ➢ Identify division and team that will pilot shared workspaces

How do we measure this:
- ❖ Completion of public consultations for OSL
- ❖ Status of shared workspaces pilot

Strategic Projects Balanced Scorecard

Client and Community Confidence

Activities:
- ✓ OSL public consultations
- ✓ Work with designated team to initiate the shared work spaces pilot with our outreach staff

Tasks:
- ➢ Conduct telephone and electronic survey, focus groups and clients surveys to understand client and community preferences for site selection criteria
- ➢ Conduct partner consultation for OSL
- ➢ Assist with rollout of shared workspaces pilot, develop policies and procedures regarding the this pilot

How do we measure this:
- ❖ Target sample size met for each component of the public consultation (telephone, electronic, focus group, client)
- ❖ Status of shared workspaces pilot