



EFR Scorecard 1ST QTR • FY 2016

EFR is dedicated to helping people manage life's challenges so they can reach their full potential.

EFR's Balanced Scorecard is a strategic planning and management tool that aligns our business activities to the mission, vision and strategy of the organization, improves internal and external communications, and monitors our organizational performance against strategic goals.

Counseling Program

73 new clients

Percentage of Goal



Para Ti Case Management

32 new referrals

Percentage of Goal



Financial Standing

Net Revenue

-\$119,385

Prevention

Outcomes Met



9 of 36

25%

EFR's 4 Promises

1. Use a customer-centered approach every day
2. Increase awareness of EFR's excellent work
3. Demonstrate value through metrics and accountability
4. Be effective and efficient in all we do

Employee Assistance Program

99%

Contract Retention Rate

Inside Sales Workplace Performance Solutions & Crisis Response

\$ \$13,580
of \$100,000

New Business

\$ \$23,711
of \$200,000

Student Assistance Program

92 new clients

Percentage of Goal



Substance Abuse Services Assessments

477 clients at IEB

386 clients at jail



Total # of Clients

863