

BALANCE SCORE CARD
FY25 PROPOSAL
CHANGES FOR
SERVICE



FY25 SERVICE PROPOSAL

Recommend	3 points	7 points	10 points
Corporate	>= 86	>= 87	>= 88
Regions-Varies per past achievements	>= 69	>= 70	>= 71

FY 25 Goals should be Paper Surveys only. CMS will not use digital scores until CY2025.
 FY 26 Goals should be Paper/Digitals scores per CMS changing methodology.

FYTD24 CORPORATE PERFORMANCE

Date	Min	Mod	Max	MTD	FYTD	Points
	3 points	7 points	10 points			
7/31/2023	84	85	86	86.54	86.54	10
8/31/2023	84	85	86	88.58	87.62	10
9/30/2023	84	85	86	87.97	87.73	10
10/31/2023	84	85	86	88.86	88.02	10
11/30/2023	84	85	86	89.14	88.24	10
12/31/2023	84	85	86	87.72	88.16	10
1/31/2024	84	85	86	90.23	88.48	10
2/29/2024	84	85	86	87.88	88.4	10
3/31/2024	84	85	86	88.36	88.4	10
4/30/2024	84	85	86	92.06	88.72	10
5/31/2024	84	85	86			
6/30/2024	84	85	86			

WILLINGNESS TO RECOMMEND FYTD24 PERFORMANCE

Date	Min	Mod	Max	MTD	FYTD	Date	Min	Mod	Max	MTD	FYTD
BHCS	3 points	7 points	10 points			BHIP	3 points	7 points	10 points		
7/31/2023	68	69	70	64.29	64.29	7/31/2023	69	70	71	70.97	70.97
8/31/2023	68	69	70	70	67.65	8/31/2023	69	70	71	71.43	71.19
9/30/2023	68	69	70	66.67	67.34	9/30/2023	69	70	71	76.47	73.12
10/31/2023	68	69	70	75.68	69.6	10/31/2023	69	70	71	75.68	73.85
11/30/2023	68	69	70	73.77	70.36	11/30/2023	69	70	71	74.07	73.89
12/31/2023	68	69	70	69.05	70.1	12/31/2023	69	70	71	55.56	71.2
1/31/2024	68	69	70	73.17	70.37	1/31/2024	69	70	71	82.61	72.46
2/29/2024	68	69	70	66.67	70.12	2/29/2024	69	70	71	76.32	73.06
3/31/2024	68	69	70	68.75	70.04	3/31/2024	69	70	71	66.67	72.56
4/30/2024	68	69	70	78.57	70.26	4/30/2024	69	70	71	91.67	73.38
5/31/2024	68	69	70			5/31/2024	69	70	71		
6/30/2024	68	69	70			6/30/2024	69	70	71		
Date	Min	Mod	Max	MTD	FYTD	Date	Min	Mod	Max	MTD	FYTD
BHMC	3 points	7 points	10 points			BHN	3 points	7 points	10 points		
7/31/2023	64	65	66	71.83	71.83	7/31/2023	63	64	65	68.25	68.25
8/31/2023	64	65	66	65.56	68.32	8/31/2023	63	64	65	78.95	74.1
9/30/2023	64	65	66	67.86	68.16	9/30/2023	63	64	65	70.27	72.77
10/31/2023	64	65	66	73.33	69.55	10/31/2023	63	64	65	78.57	74.2
11/30/2023	64	65	66	67.52	69.03	11/30/2023	63	64	65	70.59	73.5
12/31/2023	64	65	66	64.2	68.29	12/31/2023	63	64	65	68.33	72.75
1/31/2024	64	65	66	67.92	68.26	1/31/2024	63	64	65	65.63	72.23
2/29/2024	64	65	66	72.73	68.64	2/29/2024	63	64	65	65.38	71.52
3/31/2024	64	65	66	64.29	68.29	3/31/2024	63	64	65	51.28	70.04
4/30/2024	64	65	66	66.67	68.22	4/30/2024	63	64	65	81.82	70.5
5/31/2024	64	65	66			5/31/2024	63	64	65		
6/30/2024	64	65	66			6/30/2024	63	64	65		