

**BOARD DASHBOARD FY19**

		<u>2018</u>	<u>2018</u>	<u>2018</u>	<u>2019</u>
<u>Finance</u>	<u>Quarterly Target</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>
1. Days undesignated cash on hand	60 days	48	48	52	36
2. Labor % of Revenue	65%	63%	63%	65%	79%
3. Admin % of Revenue	11%	9%	9%	9%	12%
	<u>Annual Target</u>				
4. Surplus (Deficit) from operations	(\$117,754)	\$ 452,205	\$ 201,600	(\$464,182)	(\$2,037,796)
5. Surplus (Deficit) Total	\$1,471	\$ 550,293	\$ 331,024	(\$264,184)	(\$2,269,752)

		<u>2018</u>	<u>2018</u>	<u>2018</u>	<u>2019</u>
<u>Fundraising/Marketing</u>	<u>Quarterly Target</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>
1. Meet annual fundraising goal (100%)	42%, 67%, 84%, 100%	75%	89%	105%	38%
2. Individual donor retention rate	Maintain above 35%	34%	34%	35%	37%
3. Increase # of new individual donors by 8% to 1,100 annually	56%, 82%, 93%, 100%	75%	89%	100%	56%
4. Meet grant fundraising goal	\$132k per quarter, \$528k annual	n/a	n/a	n/a	\$126k
5. Grant Win-Rate	above 40%	n/a	n/a	n/a	45%
6. Media spotlights/news stories	12 per quarter	n/a	n/a	n/a	12
7. Website donation page hits increase by 5% to 20,000 annually	36%, 75%, 90%, 100%	89%	95%	100%	38% (7,646)
8. Facebook unique user views	100k per quarter	n/a	n/a	n/a	139k

<u>Child Welfare</u>	<u>Quarterly Target</u>	<u>2018</u>	<u>2018</u>	<u>2018</u>	<u>2019</u>	<u>2018 Targeted Nbrs</u>
		<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>	
1. # of Foster Care bed days	74,815	74,354	83,250	73,902	66,629	80,553
2. # of In Home referrals	92	184	165	106	68	168
3. # of Parent Aide referrals	39	58	37	63	52	32
4. # of Young Adult Services referrals	1047	957	995	1,026	1082	940
5. # of Interstate Compact referrals	520	659	657	617	674	543
6. # of Child Specific Recruitment referrals	15	41	19	31	14	30

<u>Behavioral Health</u>	<u>Quarterly Target</u>	<u>2018</u>	<u>2018</u>	<u>2018</u>	<u>2019</u>
		<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>
1. # of intakes		1,014	1,132	1,917	2,024
2. Average Daily Billing	\$120,000	\$111,523	\$104,473	105,340	\$95,420

<u>Information Systems</u>	<u>Quarterly Target</u>	<u>2018</u>	<u>2018</u>	<u>2018</u>	<u>2019</u>
		<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>
1. # of tickets assigned to help desk team	Trend Down	3761	4937	5682	5426
2. # of tickets closed					5023
a. # tickets resolved < 1 day or less	Trend Up	66%	56%	58%	58%
b. # tickets resolved < 3 days		12%	16%	14%	16%
c. # tickets resolved < 4 - 7 days	Trend Down	11%	15%	15%	13%
d. # tickets resolved > 7 days	Trend Down	11%	13%	13%	13%

3. Total unplanned system down time	Trend Down	2.25 hours	10.25 hours	9 hours	8.75 hours - for 9 incidents; and 2 incidents caused loss of internet connectivity for 2 biz days
a. # unplanned down time due to internal issues		2.25 hours - two incidents – Florence and Surprise	4 incidents totalling 5 hours - unsuccessful auto server reboots and config issue during major network equipment move to new Phoenix location.	1 incidents totaling 1.5 hours - hardware failure (UPS battery)	4 incidents – 2 hours - server reboots to resolve
b. # unplanned down time due to external issues		0 incidents during regular work hours; 3 incidents during off hours (Surprise and LHC)	4 incidents totaling 5.25 hours - ISP internet issues; brief power outage	8 incidents totaling 7.5 hrs all relating to loss of internet connections - Buckeye, Maryvale, Phoenix, Nogales and Florence	5 incidents - 6.75 hours; 2 incidents involved major issues with cabling and resolved within 2 biz days
4. Active Directory Accounts Created					112
5. Computer Systems Deployed					183

2018

2018

2018

2019

<u>Human Resources</u>	<u>Quarterly Target</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>
1. Morale	80%	N/A	79%	N/A	N/A
2. Retention Rate	75%	65	62%	61%	61%
3. Average length of time to hire (days)	Trend Down	63	64	58	74
4. Fingerprint non-compliance	0	0	0	0	0

		<u>2018</u>	<u>2018</u>	<u>2018</u>	<u>2019</u>
<u>Continous Performance and Quality Improvement</u>	<u>Quarterly Target</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>
1. HIPAA Incidents	0	1	0	3	3

		<u>2018</u>	<u>2018</u>	<u>2018</u>	<u>2019</u>
<u>Board of Directors</u>	<u>Quarterly Target</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>
1. Board giving (within rolling 12 months)	100%	95%	95%	95%	95%
	Total Members each quarter for	Feb = 23 Mbrs	May = 23 Mbrs	Aug = 20 Mbrs	Nov = 19 Mbrs
2. Quarterly Board Meeting Attendance (Last Board Meeting)	100%	57%	78%	75%	79%