

BOARD DASHBOARD FY19

| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
|---|-----------------------------------|-------------|-------------|---------------|-------------------|
| <u>Finance</u> | <u>Quarterly Target</u> | <u>Q3</u> | <u>Q4</u> | <u>Q1</u> | <u>Q2</u> |
| 1. Days undesignated cash on hand | 60 days | 48 | 52 | 36 | 30 |
| 2. Labor % of Revenue | 65% | 63% | 65% | 79% | 72% |
| 3. Admin % of Revenue | 11% | 9% | 9% | 12% | 11% |
| | <u>Annual Target</u> | | | | |
| 4. Surplus (Deficit) from operations | (\$117,754) | \$ 201,600 | (\$464,182) | (\$2,037,796) | (\$2,256,109) |
| 5. Surplus (Deficit) Total | \$1,471 | \$ 331,024 | (\$264,184) | (\$2,269,752) | (\$2,277,242) |
| | | | | | |
| | | | | | |
| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
| <u>Fundraising/Marketing</u> | <u>Quarterly Target</u> | <u>Q3</u> | <u>Q4</u> | <u>Q1</u> | <u>Q2</u> |
| 1. Meet annual fundraising goal (100%) | 42%, 67%, 84%, 100% | 89% | 105% | 38% | 68% |
| 2. Individual donor retention rate | Maintain above 35% | 34% | 35% | 37% | 35% |
| 3. Increase # of new individual donors by 8% to 1,100 annually | 56%, 82%, 93%, 100% | 89% | 100% | 56% | 127% (1,410) |
| 4. Meet grant fundraising goal | \$132k per quarter, \$528k annual | n/a | n/a | \$126k | \$83k |
| 5. Grant Win-Rate | above 40% | n/a | n/a | 45% | 39% |
| 6. Media spotlights/news stories | 12 per quarter | n/a | n/a | 12 | 24 |
| 7. Website donation page hits increase by 5% to 20,000 annually | 36%, 75%, 90%, 100% | 95% | 100% | 38% (7,646) | 76% (YTD: 15,341) |

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|-------------------------------|------------------|-------------|-------------|-------------|-------------|
| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
| 8. Facebook unique user views | 100k per quarter | n/a | n/a | 139k | 169k |

| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
|--|-------------------------|-----------------------------|-----------------------------|-------------|-------------|
| <u>Child Welfare</u> | <u>Quarterly Target</u> | <u>Q3</u> | <u>Q4</u> | <u>Q1</u> | <u>Q2</u> |
| 1. # of Foster Care bed days | 74,815 | Previous target 80553 83250 | Previous target 80553 73902 | 66,629 | 65,072 |
| 2. # of In Home referrals | 92 | Previous target 185 165 | Previous target 185 106 | 68 | 74 |
| 3. # of Parent Aide referrals | 36 | Previous target 32 37 | Previous target 32 63 | 52 | 56 |
| 4. # of Young Adult Services referrals | 1047 | Previous target 940 995 | Previous target 940 1026 | 1082 | 1098 |
| 5. # of Interstate Compact referrals | 520 | Previous target 543 657 | Previous target 543 617 | 674 | 607 |
| 6. # of Child Specific Recruitment referrals | 15 | Previous target 30 19 | Previous target 30 31 | 14 | 18 |

* when red add county specific info

| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
|--------------------------|-------------------------|-------------|-------------|-------------|-------------|
| <u>Behavioral Health</u> | <u>Quarterly Target</u> | <u>Q3</u> | <u>Q4</u> | <u>Q1</u> | <u>Q2</u> |
| 1. # of intakes | | 1,132 | 1,917 | 2,024 | 1,729 |
| 2. Average Daily Billing | \$120,000 | \$104,473 | 105,340 | \$95,420 | \$120,991 |

| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
|----------------------------|-------------------------|-------------|-------------|-------------|-------------|
| <u>Information Systems</u> | <u>Quarterly Target</u> | <u>Q3</u> | <u>Q4</u> | <u>Q1</u> | <u>Q2</u> |

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| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
|---|------------|--|--|---|---|
| 1. # of tickets assigned to help desk team | Trend Down | 4937 | 5682 | 5426 | 4712 |
| 2. # of tickets closed | | | | 5023 / 92% | 4378 / 92% |
| a. # tickets resolved < 1 day or less | Trend Up | 56% | 58% | 58% | 57% |
| b. # tickets resolved < 3 days | | 16% | 14% | 16% | 17% |
| c. # tickets resolved < 4 - 7 days | Trend Down | 15% | 15% | 13% | 9% |
| d. # tickets resolved > 7 days | Trend Down | 13% | 13% | 13% | 16% |
| 3. Total unplanned system down time | Trend Down | 10.25 hours | 9 hours | 8.75 hours - for 9 incidents; and 2 incidents caused loss of internet connectivity for 2 biz days | 1 internal incident ~5 mins; 2 external incidents >12 hours |
| a. # unplanned down time due to internal issues | | 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 | 1 incident with Phoenix office network connection – 5 mins – server reboot to resolve |

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|---|--|---|--|---|--|
| b. # unplanned down time due to external issues | | 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 | 1 incident in Chandler (phone outage) and 1 in Tucson-KARE office (power outage) |
| 4. Active Directory Accounts Created | | | | 112 | 104 |
| 5. Computer Systems Deployed | | | | 183 | 216 |

| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
|--|-------------------------|-------------|-------------|-------------|-------------|
| <u>Human Resources</u> | <u>Quarterly Target</u> | <u>Q3</u> | <u>Q4</u> | <u>Q1</u> | <u>Q2</u> |
| 1. Morale | 80% | 79% | N/A | N/A | N/A |
| 2. Retention Rate | 75% | 62% | 61% | 61% | 59% |
| 3. Average length of time to hire (days) | Trend Down | 64 | 58 | 74 | 71 |
| 4. Fingerprint non-compliance | 0 | 0 | 0 | 0 | 0 |

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

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|--|--------------------------------|---------------|---------------|---------------|---------------|
| | | <u>2018</u> | <u>2018</u> | <u>2019</u> | <u>2019</u> |
| <u>Board of Directors</u> | <u>Quarterly Target</u> | <u>Q3</u> | <u>Q4</u> | <u>Q1</u> | <u>Q2</u> |
| 1. Board giving (within rolling 12 months) | 100% | 95% | 95% | 95% | 90% |
| | Total Members each quarter for | May = 23 Mbrs | Aug = 20 Mbrs | Nov = 19 Mbrs | Feb = 21 Mbrs |
| 2. Quarterly Board Meeting Attendance (Last Board Meeting) | 75% | 78% | 75% | 79% | 71% |
| 3. Finance Committee Attendance | Q/75% | | | | 75% |
| 4. Governance Committee Attendance | Q/75% | | | | 71% |
| 5. HR Committee Attendance | Q/75% | | | | 67% |
| 6. Marketing & Fundraising Committee Attendance | Q/75% | | | | 33% |
| 7. Program Committee Attendance | Q/75% | | | | 67% |
| 8. Audit Committee Attendance | Q/75% | | | | 75% |
| 9. Executive Committee Attendance | Q/75% | | | | 57% |