

School Food Services Balanced Scorecard Summer 2015

		SCORING CRITERIA											Raw Score
		Target	Stretch		Goal	Moderate			Risk				
Key Indicators	Measures	10	9	8	7	6	5	4	3	2	1		
Meal Participation	Lunch	1 High School/Horizons	85	80	75	70	65 (63)	60	55	50	40	<30	6
		2 Middle School	100	95	90	85	80 (82)	75	70	65	60	<60	6
		3 Oak Ridge Intermediate	100	95	90	85	80	75 (76)	70	65	60	<60	5
		4 Hawthorn Elementary	100	95	90	85	80 (81)	75	70	65	60	<60	6
		5 Dogwood	100	95	90	85	80	75 (73)	70	65	60	<60	5
		6 Hurricane Deck	100	95	90	85	80	75 (76)	70	65	60	<60	5
		7 Osage Beach	100	95	90	85	80	75	70	65	60	<60	4
	Breakfast	8 High School/Horizons	45	40	35	30	25	20	15	10 (11)	5	<5	3
		9 Middle School	45	40	35	30	25 (23)	20	15	10	5	<5	6
		10 Oak Ridge Intermediate	50	45	40	35 (33)	30	25	20	15	10	<10	7
		11 Hawthorn Elementary	50	45	40 (42)	35	30	25	20	15	10	<10	8
		12 Dogwood	50	45	40 (39)	35	30	25	20	15	10	<10	8
		13 Hurricane Deck (BIC)	100	95	90	85 (87)	80	75	70	65	60	<60	7
		14 Osage Beach (BIC)	100	95	90	85 (86)	80	75	70	65	60	<60	7
Meals Per Labor Hour	Meals Per Labor Hour	15 High School/Horizons	20	19	18	17	16	15	14	13	12	<12	8
		16 Middle School	20	19	18	17	16	15	14	13	12	<12	8
		17 Oak Ridge Intermediate	20	19	18	17	16	15	14	13	12	<12	4
		18 Hawthorn Elementary	20	19	18	17	16	15	14	13	12	<12	8
		19 Dogwood	20	19	18	17	16	15	14	13	12	<12	8
		20 Hurricane Deck	20	19	18	17	16	15	14	13	12	<12	5
		21 Osage Beach	20	19	18	17	16	15	14	13	12	<12	7
Poverty Outreach	Lunch	22 % Free and Reduced Participation State Average 63%	100	90	80	70	60 (66)	50	40	30	20	<20	6
	Breakfast	23 % Free and Reduced Participation State Average 81%	100	90	80	70 (77)	60	50	40	30	20	<20	7
Customer Focus	Student Satisfaction	24 % students saying are satisfied with the meals they receive	100	95	90	85	80	75	70	65	60	<60	
	Parent Satisfaction	25 % of parents saying child's needs are met	100	95	90	85	80	75	70	65	60	<60	
	Staff Satisfaction	26 % Staff participation	100	90	80	70	60	50 (55)	40	30	20	<20	5
Employees	Employee Satisfaction	27 % of staff who feel that the staff cares about them	100	95	90	85	80	75	70	65	60	<60	7
		28 % of staff who feel that they have the opportunity to develop their skills	100	95 (96)	90	85	80	75	70	65	60	<60	9
		29 % staff who feel that their building administrator supports them in their work	100	95	90 (88)	85	80	75	70	65	60	<60	9

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Key Indicators		Measures		10	9	8	7	6	5	4	3	2	1	Raw Score
Safety	Safe and Orderly Environment	30	Average Score of Health Inspections	100	95	90	85	80	75 (74)	70	65	60	<60	9
Budget	Food	31	% Food cost of Budget	30	35	40	45	50	55 (56)	60	65	70	<70	5
	Personnel	33	% Personnel Cost of Budget	30	35	40 (43)	45	50	55	60	65	70	<70	8
	Other	34	% Indirect Cost/Other of Budget	7	8	9	10	11	12	13	14	15	>15	10
<b>TOTAL SCORE</b>														6.65

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