

School Food Services Balanced Scorecard Summer 2014

| | | 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 (68) | 60 | 55 | 50 | 40 | <30 | 6 |
| | | 2 Middle School | 100 | 95 | 90 | 85 | 80 | 75 | 70 | 65 | 60 | <60 | 5 |
| | | 3 Oak Ridge Intermediate | 100 | 95 | 90 | 85 | 80 | 75 (77) | 70 | 65 | 60 | <60 | 5 |
| | | 4 Hawthorn Elementary | 100 | 95 | 90 | 85 | 80 | 75 | 70 | 65 | 60 | <60 | 6 |
| | | 5 Dogwood | 100 | 95 | 90 | 85 | 80 | 75 | 70 (71) | 65 | 60 | <60 | 4 |
| | | 6 Hurricane Deck | 100 | 95 | 90 | 85 (84) | 80 | 75 | 70 | 65 | 60 | <60 | 7 |
| | | 7 Osage Beach | 100 | 95 | 90 | 85 | 80 | 75 | 70 | 65 (69) | 60 | <60 | 4 |
| | Breakfast | 8 High School/Horizons | 45 | 40 | 35 | 30 | 25 | 20 | 15 | 10 (12) | 5 | <5 | 3 |
| | | 9 Middle School | 45 | 40 | 35 | 30 | 25 (24) | 20 | 15 | 10 | 5 | <5 | 6 |
| | | 10 Oak Ridge Intermediate | 50 | 45 | 40 | 35 | 30 | 25 | 20 | 15 | 10 | <10 | 6 |
| | | 11 Hawthorn Elementary | 50 | 45 | 40 (39) | 35 | 30 | 25 | 20 | 15 | 10 | <10 | 8 |
| | | 12 Dogwood | 100 | 95 | 90 | 85 | 80 | 75 | 70 | 65 | 60 | <60 | 4 |
| | | 13 Hurricane Deck (BIC) | 100 | 95 | 90 | 85 (88) | 80 | 75 | 70 | 65 | 60 | <60 | 7 |
| | | 14 Osage Beach (BIC) | 100 | 95 | 90 | 85 (89) | 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 | 7 |
| | | 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 | 7 |
| | | 21 Osage Beach | 20 | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | <12 | 8 |
| Poverty Outreach | Lunch | 22 % Free and Reduced Participation State Average 63% | 100 | 90 | 80 | 70 | 60 (58) | 50 | 40 | 30 | 20 | <20 | 6 |
| | Breakfast | 23 % Free and Reduced Participation State Average 81% | 100 | 90 | 80 | 70 (74) | 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 | 5 |
| | Parent Satisfaction | 25 % of parents saying child's needs are met | 100 | 95 | 90 | 85 | 80 | 75 | 70 | 65 | 60 | <60 | 4 |
| | Staff Satisfaction | 26 % Staff participation | 100 | 90 | 80 | 70 | 60 | 50 | 40 | 30 | 20 | <20 | 6 |
| Employees | Employee Satisfaction | 27 % of staff who feel that the staff cares about them | 100 | 95 | 90 | 85 | 80 | 75 | 70 | 65 | 60 | <60 | 5 |
| | | 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 | 5 |

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|--------------------|------------------------------|----------|-------------------------------------|------------------|---------|---------|------|----------|---------|----|------|----|-----|-----------------|
| | | | | Target | Stretch | | Goal | Moderate | | | Risk | | | |
| 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 (57) | 60 | 65 | 70 | <70 | 5 |
| | Personnel | 33 | % Personnel Cost of Budget | 30 | 35 | 40 (44) | 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 |
| TOTAL SCORE | | | | | | | | | | | | | | average is 6.46 |

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