Balanced Scorecard

			SCORING CRITERIA										
			Target	*Stretch*		*Goal*	*Moderate*			*Risk*			
Key Indicators	*Measures*		10	9	8	7	6	5	4	3	2	1	Raw Score
Participation	1	Number of District Volunteers	375	350	325	300	275	250	225	200	175	<175	
	2	% of Volunteer Requests Met	100	96	94	92	90	88	86	84	82	<82	
	3	% of Requests for OARS Met	100	96	94	92	90	88	86	84	82	<82	
	4	Number of 100-Hour Volunteers	130	120	110	100	90	80	70	60	50	<50	
	5	Number of Students Served with Buddy Pack Program	700	650	600	550	500	450	400	350	300	<300	
	6	Total Hours Served											
Volunteer Satisfaction	7	% of Volunteers Saying Needs are Met by Being a Volunteer	99	95	91	86	82	78	74	70	66	<66	
	8	% of Students Saying Needs are Met by Volunteers	99	95	91	86	82	78	74	70	66	<66	
	9	% of Parents Saying Needs are Met by Volunteers	99	95	91	86	82	78	74	70	66	<66	
	10	% of Teachers Saying Needs are Met by Volunteers	99	95	91	86	82	78	74	70	66	<66	
	11	Volunteer Retention Rate	93	92	91	90	89	88	87	86	85	<85	
Community Outreach	12	# of Businesses/Organizations Supporting Volunteer Programs	20	18	16	14	12	10	8	6	4	<4	
	13	# of Visits to Community Organizations	26	24	22	20	18	16	14	12	10	<10	
Communications	14	# of Press Releases Issued Through Department											
		TOTAL SCORE											

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