

Douglas County School District
Balanced Scorecard
ChildCare

Red = Urgent
Yellow = On Watch
Green = Maintenance

Policy	Performance Measure	Data Supplier	Unit of Measure		2002-2003	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	Priorit
Responsive Governance											
1. Leadership											
	Compliance with State regulations	CHILDCARE	Avg # of inspection violations	Target	N/A	<7	<7	<7	<7	<7	
				Results	N/A	7.2	6.7	6.8			
Effective Use of Resources											
2. Staff Focus											
	Childcare Leadership Meetings: Avg. Participants / # per year	CHILDCARE	# of mtgs and % of Childcare Directors in attendance	Target	6 per yr 75%	6 per yr 75%	6 per yr 75%	6 per yr 75%	4 mtgs 75%	4 mtgs 75%	
				Results	N/A	4 mtgs 58%	5 mtgs 69%	4 mtgs 73.3%			
	Business Office Internal Survey	CHILDCARE	Mean (1-5 scale)	Target	4.25	4.25	4.25	4.25	4.25	4.25	
				Results	4.03	3.98	N/A	3.95			
3. Stakeholder Focus											
	Safe, fun, enriching, and developmentally appropriate environment	CHILDCARE	Customer satisfaction rating Avg. 4 point scale	Target	3.20	3.20	3.20	3.20	3.20	3.20	
				Results	N/A	3.62	3.64	N/A	N/A		
	Highest quality care at affordable price	CHILDCARE	Fee comparisons with local childcare providers: % savings	Target	>50% savings	>50% savings	>50% savings	>50% savings	>50% savings	>50% savings	
				Results	N/A	N/A	55%	50%			
	External survey (Internal customers)	CHILDCARE	Mean (1-4 scale)	Target	3.40	3.40	3.40	3.40	3.40	3.40	
				Results	N/A	N/A	N/A	3.50			
	Customer satisfaction rating (External customers)	CHILDCARE	Customer satisfaction avg. rating (1-5 scale)	Target		4.00	4.00	N/A	4.00	4.00	
				Results	N/A	4.75	4.91	N/A			
4. Process Management											
	Automate and standardize bookkeeping systems	CHILDCARE	# of sites converted to ProCare	Target	N/A	N/A	N/A	15	30	30	
				Results	N/A	N/A	N/A	10			
5. Finance											
	Sound financial management: % programs w/ 3mos. reserve	CHILDCARE	% with 3 month reserves	Target	80%	80%	80%	80%	80%	80%	
				Results	N/A	32%	60%	60%			