

### Performance Scorecard

| Index                                     | Program   | Data Source              | Target (Goal) | 2009 |    |    |    |
|---|---|--------------------------|---------------|------|----|----|----|
|   |   |                          |               | 1Q   | 2Q | 3Q | 4Q |
| <b>A. WIC</b>                             |   |                          |               |      |    |    |    |
| 1   | % of WIC women delivering an infant weighing ≤ 10 2500 grams                              | KWIC                     | 6%            |      |    |    |    |
| 2   | % of children at high risk for low hemoglobin level.                                      | KWIC                     | 9%            |      |    |    |    |
| 3   | % of WIC children 2-5 YO who are overweight (≥ 95% BMI for age).                          | KWIC                     | 7%            |      |    |    |    |
| 4   | % of WIC Infants who breastfed for a minimum of 6 months.                                 | KWIC                     | 30%           |      |    |    |    |
| 5   | % of Douglas County infants utilizing WIC services.                                       | KWIC                     | N/A           |      |    |    |    |
| <b>B. Project LEVELY</b>                  |   |                          |               |      |    |    |    |
| 1   | % of clients educated about community services/programs.                                  | Access                   | 100%          |      |    |    |    |
| 2   | % of clients connected to community services/programs.                                    | Access                   | 90%           |      |    |    |    |
| 3   | % of clients receiving a home visit at a frequency appropriate to their need.             | Access                   | 90%           |      |    |    |    |
| 4   | % of clients contacted within 3 business days of referral.                                | Access                   | 90%           |      |    |    |    |
| 5   | % of clients satisfied with Project LEVELY services.                                      | Access                   | 95%           |      |    |    |    |
| 6   | % of community partners satisfied with Project LEVELY services.                           | Access                   | 95%           |      |    |    |    |
| <b>C. Clinic Services</b>                 |   |                          |               |      |    |    |    |
| 1   | % of family planning clients age 15-24 testing positive for Chlamydia.                    | KDHE                     | 5%            |      |    |    |    |
| 2   | % of 2-year old clients completing the primary immunization series.                       | CO-CASA                  | 90%           |      |    |    |    |
| 3   | % of communicable disease case investigations initiated within 24 hours.                  | Epi Log                  | 100%          |      |    |    |    |
| <b>D. Child Care Licensing</b>            |   |                          |               |      |    |    |    |
| 1   | Rate of enforcement action taken in Douglas County (suspensions/fines/revocations).       | CLARIS                   | TBD           |      |    |    |    |
| 3   | % of complaint investigations initiated within 5 business days.                           | Access                   | 100%          |      |    |    |    |
| 4   | Rate of reportable accidents (# per 1,000 child care days).                               | Access                   | TBD           |      |    |    |    |
| <b>E. Environmental Health</b>            |   |                          |               |      |    |    |    |
| 1   | Septic System failure rate  | FoxPro                   | 1%            |      |    |    |    |
| 2   | % of well samples testing positive for fecal coliform bacteria                            | FoxPro                   | 5%            |      |    |    |    |
| 3   | % of recreational water facilities closed   | FoxPro                   | 3%            |      |    |    |    |
| 4   | % of food service inspections documenting 5 or more critical violations                   | Access                   | 10%           |      |    |    |    |
| 5   | % of food establishments inspected within last 6 months                                   | Access                   | 183           |      |    |    |    |
| 6   | % of environmental complaint investigations initiated by the next business day.           | Access                   | 90%           |      |    |    |    |
| <b>F. Emergency Preparedness</b>          |   |                          |               |      |    |    |    |
| 1   | % of all staff who have completed all required Incident Command System (ICS) training.    | Training Log             | 90%           |      |    |    |    |
| 2   | % of new staff having completed basic ICS training with the first 6 months of employment. | Training Log             | 100%          |      |    |    |    |
| 3   | Technical Assistance Review (TAR) Score   | TAR                      | 65            |      |    |    |    |
| 4   | % of command staff contacted within 60 minutes of initiation of call down.                | Training Log             | 95%           |      |    |    |    |
| 5   | % of all staff contacted within 90 of initiation of call down.                            | Training Log             | 80%           |      |    |    |    |
| <b>G. Maternal and Child Health (MCH)</b> |   |                          |               |      |    |    |    |
| 1   | % of enrolled teen mothers with no repeat pregnancy during program enrollment             | TPCM Outcome Log         | 85%           |      |    |    |    |
| 2   | Premature Birth Rate (% of MCH infants born at <37 weeks gestation)                       | Perinatal Outcome Report | 7.6%          |      |    |    |    |
| 3   | Low Birth Weight (% of MCH infants born at < 2500 grams)                                  | Perinatal Outcome Report | 5%            |      |    |    |    |
| <b>H. Administration</b>                  |   |                          |               |      |    |    |    |
| 1   | % of relevant strategic plan objectives completed by the planned timeframe                | Admin. Review            | 90%           |      |    |    |    |
| 2   | % of programs with total expenditures at or below the YTD budgeted amount.                | QuickBooks               | 100%          |      |    |    |    |
| 3   | % of agency performance measures meeting or exceeding target goal                         | Access                   | 90%           |      |    |    |    |
| 4   | % of press releases resulting in media coverage.  | Log                      | ≥ 75%         |      |    |    |    |
| 5   | # of visits to the website  | Google Analytics         | 10% growth    |      |    |    |    |
| 6   | Average number of pages per website visit.  | Google Analytics         | 2.5           |      |    |    |    |
| 7   | % of computers successfully receiving anti-virus updates                                  | IT Report                | 100%          |      |    |    |    |
| 8   | % of computer viruses blocked   | IT Report                | 100%          |      |    |    |    |

