

The Arc of San Francisco
Board Metrics FY 08 - 13
 Report for FY 08 - 09

Scorecard Dimension	Objective/ Initiative	Metrics	Metric Owner	Source System	Timing	Year	Q1	Q2	Q3	
I. Financial	Revenue	I.1. Actual vs. budget net revenue	Director of Accounting	Monthly Budget Report	Quarterly		See attached	See attached	See attached	
		I.2. Revenue breakdown by department	Director of Accounting	Monthly Budget Report	Quarterly		See attached	See attached	See attached	
	Operations Costs	I.3. Operations expense as a % of total revenue	Director of Accounting	Monthly Budget Report	Quarterly		94%	97%	106%	
		I.4. Comparison of Arc operations expense to external benchmark	Director of Accounting	MAS-90	Annually					
	Fund Raising	I.5. Actual vs. target net fund-raising	Director of Accounting	MAS-90	Annually	Target: \$474K Act.: \$592K	Target: \$182K Act.: \$193K	Target: \$91K Act.: \$227K	Target: \$100K Act.: \$46K	
		I.6. Projected grants versus attained grants	Director of Accounting	MAS-90	Quarterly		Target: \$100K Act.: \$28K	Target: \$100K Act.: \$195K	Target: \$100K Act.: \$13K	
II. Clients	Number of Clients	II.1. Inflow, outflow, and number of total clients enrolled	COO	Client Database	Quarterly		In:19 Out: 21 Net: 542	In:15 Out: 17 Net: 535	In: 11 Out: 8 Net: 532	
	Young/Aging Clients	II.2. Number of clients by age enrolled	COO	Client Database	Quarterly		<21: 11 22-35: 198 35-54: 198 55+: 117 Unk.: 18	<21: 11 22-35: 194 35-54: 194 55+: 119 Unk.: 17	<21: 13 22-35: 191 35-54: 196 55+: 117 Unk.: 15	
	Client Status & Satisfaction	II.3. Client Satisfaction	COO	Client Survey	Annually	56%				
		II.4. Number of Special Incidents reported	COO	Special Incident Reports	Quarterly		19	9	18	
		II.5. Number of clients who offer public testimony in advocacy at state or local levels	COO	List	Quarterly		49	8	134	
III. Services	Autism	III.1. Number of clients with autism	COO	Client Database	Quarterly		34	35	35	
	Housing Advocacy	III.2. Number of clients placed in housing (in total, and as a % of total clients desiring housing)	COO	Client Database	Quarterly		Placed: 2 6%	Placed: 2 22%	Placed: 4 36%	
	Employment	III.3. Number of clients placed in new jobs (paid employment)	COO	Client Database	Quarterly		9	14	9	
		III.4. Average wage paid to clients currently working	COO	Client Database	Quarterly		\$10.38	\$10.45	\$10.67	
		III.5. Employer satisfaction	COO	Employer Survey	Annually	97%				
	Wellness	III.6. Inflow of clients enrolled in wellness programs	COO	Client Database	Quarterly		13	19	7	
IV. Staff	Staff Satisfaction	IV.1. Staff satisfaction	Director of Human Resources	Staff Survey	Annually	60%				
	Retention	IV.2. Inflow, outflow, and number of filled and vacant staff, manager, and Senior Manager positions	Director of Human Resources	List	Quarterly		See attached	See attached	See attached	
	Training/Certifications	IV.3. Number of staff who have earned College of Direct Support bonus	Director of Human Resources	List	Quarterly		4	0	1	
		IV.4. Number of staff who have become members of National Association of Direct Support Professionals	Director of Human Resources	List	Quarterly		0	0	0	