

The Arc of San Francisco
Board Metrics FY 08 - 13
Report for FY 10 - 11

Scorecard Dimension	Objective/ Initiative	Metrics	Metric Owner	Source System	Timing	Year	Q1	Q2	Q3	Q4
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		87%	101%	104%	
		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: \$324K Act.: \$384K	Target: \$137K Act.: \$263K	Target: \$103K Act.: \$102K	Target: \$84K Act.: \$19K	
		I.6. Projected grants versus attained grants	Director of Accounting	MAS-90	Quarterly		Target: \$81K Act.: \$120K	Target: \$81K Act.: \$39K	Target: \$81K Act.: \$47K	
II. Clients	Number of Clients	II.1. Inflow, outflow, and number of total clients enrolled	COO	Client Database	Quarterly		In: 15 Out: 10 Net: 548	In: 14 Out: 4 Net: 557	In: 13 Out: 9 Net: 564	
	Young/Aging Clients	II.2. Number of clients by age enrolled	COO	Client Database	Quarterly		<21 yrs: 15 22-35 yrs: 204 35-54 yrs: 197 55+ yrs: 119 Unk.: 13	<21 yrs: 17 22-35 yrs: 200 35-54 yrs: 199 55+ yrs: 128 Unk.: 13	<21 yrs: 18 22-35 yrs: 202 35-54 yrs: 201 55+ yrs: 130 Unk.: 13	
	Client Status & Satisfaction	II.3. Client Satisfaction	COO	Client Survey	Annually	71%				
		II.4. Number of Special Incidents reported	COO	Special Incident Reports	Quarterly		8	14	19	
		II.5. Number of clients who offer public testimony in advocacy at state or local levels	COO	List	Quarterly		41	12	71	
III. Services	Autism	III.1. Number of clients with autism	COO	Client Database	Quarterly		47	46	46	
	Housing Advocacy	III.2. Number of clients placed in housing (in total, and as a % of total clients desiring housing)	COO	Housing Advocate	Quarterly		Placed: 2/6 33%	Placed: 0/3 0%	Placed: 1/3 33%	
	Employment	III.3. Number of clients placed in new jobs (paid employment)	COO	Client Database	Quarterly		6	9	11	
		III.4. Average wage paid to clients currently working	COO	Client Database	Quarterly		\$10.94 \$8.80 - \$20.85	\$10.97 \$8.50 - \$20.85	\$11.05 \$8.90 - \$20.85	
		III.5. Employer satisfaction	COO	Employer Survey	Annually	91%				
	Wellness	III.6. Inflow of clients enrolled in wellness programs	COO	Wellness Records	Quarterly		7	4	3	
IV. Staff	Staff Satisfaction	IV.1. Staff satisfaction	Director of Human Resources	Staff Survey	Annually	73%				
	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		0	0	3	
		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	