

Volunteer Services Balanced Scorecard

		SCORING CRITERIA										Raw Score	
		Target	Stretch		Goal	Moderate			Risk				
Key Indicators	Measures	10	9	8	7	6	5	4	3	2	1		
Participation	1	Number of District Volunteers	375	350	325	300	275	250	225	200	175	<175	247
	2	% of Volunteer Requests Met	100	96	94	92	90	88	86	84	82	<82	100
	3	% of Requests for OARS Met	100	96	94	92	90	88	86	84	82	<82	100
	4	Number of 100-Hour Volunteers	130	120	110	100	90	80	70	60	50	<50	92
	5	Number of Students Served with Buddy Pack Program	700	650	600	550	500	450	400	350	300	<300	540
	6	Total donations taken in for Buddy Pack											\$9,774
Volunteer Satisfaction	7	% of Teachers Saying Needs are Met by Volunteers	99	95	91	86	82	78	74	70	66	<66	98
Community Outreach	8	# of Businesses/Organizations Supporting Volunteer Programs	20	18	16	14	12	10	8	6	4	<4	21
	9	# of Visits to Community Organizations	26	24	22	20	18	16	14	12	10	<10	32
Communications	10	# of Press Releases Issued Through Department and Alumni Facebook Posts	250	225	200	174	150	125	100	75	50	<50	225
TOTAL SCORE													

19,584 total packs