

School Food Services Balanced Scorecard Summer 2017

		SCORING CRITERIA													
		Target	Stretch			Goal	Moderate				Risk				
Key Indicators	Measures	10	9	8	7	6	5	4	3	2	1	2017 Raw Score	2016 Raw Score		
Meal Participation	Lunch	1 High School/Horizons	85	80	75	70	65	60	55	50	40	<30	6	6	
		2 Middle School	100	95	90	85	80	75	70	65	60	<60	5	5	
		3 Oak Ridge Intermediate	100	95	90	85	80	75	70	65	60	<60	6	5	
		4 Hawthorn Elementary	100	95	90	85	80	75	70	65	60	<60	7	6	
		5 Dogwood	100	95	90	85	80	75	70	65	60	<60	4	4	
		6 Hurricane Deck	100	95	90	85	80	75	70	65	60	<60	8	7	
		7 Osage Beach	100	95	90	85	80	75	70	65	60	<60	5	5	
	Breakfast	8 High School/Horizons	45	40	35	30	25	20	15	10	5	<5	4	4	
		9 Middle School	45	40	35	30	25	20	15	10	5	<5	6	6	
		10 Oak Ridge Intermediate	50	45	40	35	30	25	20	15	10	<10	7	7	
		11 Hawthorn Elementary	50	45	40	35	30	25	20	15	10	<10	10	8	
		12 Dogwood	100	95	90	85	80	75	70	65	60	<60	5	4	
		13 Hurricane Deck (BIC)	100	95	90	85	80	75	70	65	60	<60	8	7	
		14 Osage Beach (BIC)	100	95	90	85	80	75	70	65	60	<60	6	8	
Meals Per Labor Hour	Meals Per Labor Hour	15 High School/Horizons	20	19	18	17	16	15	14	13	12	<12	10	8	
		16 Middle School	20	19	18	17	16	15	14	13	12	<12	9	7	
		17 Oak Ridge Intermediate	20	19	18	17	16	15	14	13	12	<12	9	4	
		18 Hawthorn Elementary	20	19	18	17	16	15	14	13	12	<12	10	8	
		19 Dogwood	20	19	18	17	16	15	14	13	12	<12	10	8	
		20 Hurricane Deck	20	19	18	17	16	15	14	13	12	<12	8	7	
		21 Osage Beach	20	19	18	17	16	15	14	13	12	<12	10	8	
Poverty Outreach	Lunch	22 % Free and Reduced Particiaption State Average 63%	100	90	80	70	60	50	40	30	20	<20	7	6	
	Breakfast	23 % Free and Reduced Particiaption State Average 81%	100	90	80	70	60	50	40	30	20	<20	8	7	
Customer Focus	Student Satisfaction	24 % students saying are satisfied with the meals they receive	100	95	90	85	80	75	70	65	60	<60	7	5	
	Parent Satisfaction	25 % of parents saying child's needs are met	100	95	90	85	80	75	70	65	60	<60	6	4	
	Staff Satisfaction	26 % Staff participation	100	90	80	70	60	50	40	30	20	<20	5	6	

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Employees	Employee Satisfaction	27	% of staff who feel that the staff cares about them	100	95	90	85	80	75	70	65	60	<60	8	5
		28	% of staff who feel that they have the opportunity to develop their skills	100	95	90	85	80	75	70	65	60	<60	9	9
		29	% staff who feel that their building administrator supports them in their work	100	95	90	85	80	75	70	65	60	<60	8	5
Safety	Safe and Orderly Environment	30	Average Score of Health Inspections	100	95	90	85	80	75	70	65	60	<60	9	9
Budget	Food	31	% Food cost of Budget	30	35	40	45	50	55	60	65	70	<70	6	5
	Personnel	33	% Personnel Cost of Budget	30	35	40	45	50	55	60	65	70	<70	8	8
	Other	34	% Indirect Cost/Other of Budget	7	8	9	10	11	12	13	14	15	>15	10	10
TOTAL SCORE														Average is 6.46	

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