

## Performance Scorecard

Program	Progress 2010-2012	2012							
		2010	2011	2012	2012 Target	1Q	2Q	3Q	4Q
<b>WIC</b>									
% of women who delivered a low birth weight baby at last delivery (< 2,500 g.)	↓	8.8%	7.2%	6.4%	≤ 7.8%	4.8%	6.5%	9.2%	5.2% (5 / 97)
*% of WIC children age 2 to 5 years who are obese (BMI ≥ 95th percentile)		10.2%	10.6%	*	≤ 9.6%	13.1%	14.7%	*	*
% of WIC fruit and vegetable checks redeemed		72.0%	78.5%	75.4%	≥ 85%	77.0%	76.0%	74.0%	74.7%
<b>Project LIVELY</b>									
% of community partners satisfied with services each year		91%	100%	NA	≥ 95%	NA	NA	NA	NA
Average # of days between referral and initial visit		NA	5.3	6.5	≤ 7.0	7.4	6.4	5.9	6.4
<b>Clinic Services</b>									
% of 2-year old clients completing the primary immunization series	↓	84%	80%	72%	≥ 84%	78%	71%	68%	70% (69 / 98)
% of communicable disease case investigations initiated within 24 hours	↔	99%	99%	99%	100%	100%	99%	99%	99% (296 / 299)
% of first time contraception users who continue method for more than 3 months		NA	NA	65%	≥ 85%	67%	63%	60%	70% (43 / 61)
<b>Clinic Office</b>									
Cash drawer balance accuracy		NA	99%	99%	≥ 97%	99%	99%	99%	98% (817 / 831)
Data entry accuracy		NA	NA	68%	≥ 97%	66%	67%	64%	73% (55 / 75)
<b>Child Care Licensing</b>									
% of complaint investigations initiated within 5 business days	↓	100%	100%	99%	100%	100%	100%	95%	100% (7 / 7)
Rate of reportable accidents (# per 10,000 child care days)	↓	0.06	0.04	0.02	≤ 0.03	0.00	0.02	0.03	0.01
% of facilities cited for 1 or more unsafe sleep practices		NA	16%	9%	< 5%	8%	5%	12%	10% (11 / 108)
<b>Environmental Health</b>									
% of recreational water facilities closed	↑	5.4%	8.7%	9.1%	≤ 3%	9.7%	11.8%	5.8%	9.1% (7 / 77)
% of real estate inspection where violations are cited	↓	39%	38%	22%	≤ 40%	24%	23%	20.0%	19% (5 / 27)
<b>Emergency Preparedness</b>									
% of staff & MRC volunteers who have completed all required ICS training		NA	46%	68%	≥ 90%	51%	56%	74%	92% (63 / 69)
% of staff & MRC volunteers contacted within 60 minutes of notification drill		NA	49%	65%	≥ 90%	64%	58%	69%	69% (95 / 137)
<b>Healthy Families Douglas County</b>									
% of pregnant & post-natal women who smoke that receive counseling to quit		NA	NA	42%	≥ 50%	43%	43%	43%	38% (5 / 13)
% of families meeting goals on time		NA	NA	74%	≥ 75%	70%	76%	78%	73% (52 / 71)
<b>Administration</b>									
Operating Margin	↓	1.06	1.03	1.05	≥ 1.00	1.58	0.55	1.49	0.57
Average dwell time on website		NA	1:48	2:04	≥ 1:54	1:56	1:49	2:04	2:28

### Legend

↑ ↓ ↔ identifies direction of change in rate, percentage or number

■ = Meets or exceeds target

■ = Worsening

■ = Within 10% of target

\*KDHE announced a change in classification for this indicator. Obese is now considered BMI ≥ 95th percentile. In past reports, overweight was considered BMI ≥ 95th percentile. This has caused discrepancies that impact third and fourth quarter reporting.