

Performance Scorecard

Program	Progress 2011-2013	2011	2012	2013	2014 Target	2014				2014 Annual
						1Q	2Q	3Q	4Q	
WIC										
# of WIC infants delivered at weight above 5 lbs, 8 oz	↔	94%	94%	94%	≥ 95%	96% (1101 / 1150)	94% (1110 / 1177)	94% (1083 / 1149)	94% (1097 / 1166)	95%
NEW % of Women who breastfed for a minimum of 6 months (duration)	↔	29%	31%	32%	≥ 40%	41% (53 / 128)	47% (49 / 104)	34% (38 / 112)	32% (38 / 120)	38%
% of WIC fruit and vegetable checks redeemed	↔	79%	75%	78%	≥ 85%	76%	72%	71%	76%	74%
\$ Value of WIC checks redeemed in Douglas County	↔	1,034,128	1,102,873	1,088,825	N/A	258,741	273,859	266,372	276,593	1,075,565
Project LIVELY										
% of required home visits completed timely		NA	NA	94%	≥ 96%	73% (143 / 197)	98.1% (206 / 210)	99% (212 / 214)	97% (229 / 237)	92%
Average number of days to make contact with a program referral		NA	NA	2.2	≤ 4.5	4.8	3.0	1.9	2.3	3.0
Clinic Services										
% of 2-year old clients completing the primary immunization series	↓	80%	72%	75%	≥ 84%	79% (145 / 184)	77% (160 / 207)	70% (151 / 216)	73% (166 / 228)	75%
% of communicable disease case investigations initiated within 24 hours	↔	99%	99%	99%	100%	99% (86 / 87)	98% (102 / 104)	100% (114 / 114)	100% (73 / 73)	99%
% of first time contraception users who continue method for more than 3 months		NA	65%	60%	≥ 85%	82% (31 / 38)	65% (32 / 49)	69% (35 / 51)	64% (30 / 47)	69%
Clinic Office										
Cash drawer balance accuracy	↓	99%	99%	94%	≥ 97%	88% (197 / 224)	92% (207 / 224)	89% (201 / 225)	87% (188 / 216)	89%
Data entry accuracy		NA	NA	93%	≥ 95%	93% (279 / 300)	93% (280 / 300)	93% (279 / 300)	88% (286 / 325)	92%
Child Care Licensing										
% of complaint investigations initiated within 5 business days	↔	100%	99%	100%	100%	100% (13 / 13)	100% (11 / 11)	100% (25 / 25)	100% (11 / 11)	100%
% surveys completed before due date		NA	NA	87%	≥ 90%	98% (47 / 48)	96% (47 / 49)	98% (55 / 56)	100% (79 / 79)	98%
% of facilities in compliance with safe sleep practices	↑	84%	91%	90%	≥ 95%	97% (99 / 102)	95% (86 / 91)	98% (114 / 116)	96% (104 / 108)	97%
Environmental Health										
% of recreational water facilities meeting safety standards	↔	91%	91%	91%	≥ 97%	88% (66 / 75)	85% (220 / 260)	91% (268 / 294)	92% (71 / 77)	89%
% inspections completed timely		NA	NA	95%	≥ 90%	100% (85 / 85)	100% (240 / 240)	99% (305 / 309)	92% (143 / 155)	98%
Emergency Preparedness										
% of staff & MRC volunteers who have completed all required ICS training	↑	46%	68%	94%	≥ 90%	91% (195 / 214)	90% (191 / 212)	89% (185 / 208)	87% (180 / 208)	89%
% of essential staff reached within 60 minutes of initiation of a notification drill		NA	NA	100%	100%	100% (9 / 7)	100% (8 / 7)	100% (8 / 7)	100% (9/7)	100%
Healthy Families Douglas County										
% of pregnant & post-natal women who are assessed for willingness to quit smoking		NA	NA	74%	≥ 75%	81% (26 / 32)	75% (21 / 28)	84% (27 / 32)	77% (17 / 22)	80%
% of families meeting goals on time		NA	74%	81%	≥ 75%	71% (41 / 58)	82% (56 / 68)	77% (33 / 43)	85% (47 / 55)	79%
Administration										
% of accounts received within 90 days		NA	NA	31%	≥ 36%	24%	18%	24%	30%	24%
# of pageviews to the Lawrence-Douglas County Health Department website	↑	51,744	74,788	98,824	≥ 25,835 (Qtr)	26,440	27,419	33,066	31,591	118,516
Community Health										
New # of pageviews to the Community Health data page on the Health Department website		NA	NA	1,221	≥ 248 (Qtr)	449	411	488	566	1,914
# of Douglas County adult tobacco users registered with the Kansas Tobacco Quitline		NA	222	135	≥ 75 (Qtr)	17	19	18	14	68
W # of community/system change entries into the Online Documentation and Support System		NA	NA	NA	≥ 3 (Qtr)	5	1	5	5	16

Legend
 ↑ ↓ ↔ Identifies direction of change in rate, percentage or number
 Green = Meets or exceeds target
 Red = Worsening
 Yellow = Within 10% of target

Status	2013 Annual	2014 Quarter 1	2014 Quarter 2	2014 Quarter 3	2014 Quarter 4	2014 Annual
Red	5	5	6	6	6	5
Yellow	11	7	5	4	5	7
Green	7	12	13	14	13	12
Total	23	24	24	24	24	24