

CONFIDENTIAL PERFORMANCE REPORT

Agency Name: ABC Food Bank
 Category: Provision of Basic Necessities
 Password: Basic Necessities
 Code: 39; Identifier: 1986

Criteria / Components	Agency Score	Category Average	Category Median	Category High	Category Low
I. Financial Management	6.3	6.6	6.6	7.3	5.3
• Annual surplus	3.9	7.1	7.4	9.8	3.9
• Revenue increase	10.0	2.4	2.0	10.0	0.4
• Cost containment	9.7	9.0	9.6	9.8	0.0
• Program spending	3.0	5.0	5.2	9.5	0.0
• Financial reporting	5.0	9.4	10.0	10.0	5.0
II. Income Independence	7.5	6.2	6.7	7.9	2.0
• Number of sources of income	9.9	9.2	9.9	10.0	0.0
• Concentration of revenue	5.2	4.5	5.2	10.0	0.0
• Percent of revenue provided by government	5.0	3.9	3.7	10.0	0.0
• Size of accumulated surplus to expenses	10.0	7.4	8.4	10.0	0.0
III. Strategic Management	10.0	9.1	9.3	10.0	6.7
• Use of mission statement & goal setting	10.0	9.3	10.0	10.0	8.0
• Staff involvement	10.0	8.9	10.0	10.0	4.2
IV. Board Governance	10.0	7.6	7.5	10.0	3.3
• Independence from staff	10.0	9.9	10.0	10.0	9.0
• Financial contributions	10.0	4.1	2.8	10.0	0.0
• Level of involvement	10.0	7.2	7.5	10.0	0.0
• Level of participation	10.0	8.9	9.1	10.0	0.0
• Conflict policy	10.0	7.7	7.9	10.0	0.0
V. Volunteers	6.1	5.0	5.0	7.3	2.0
• Volunteers to staff; usage	8.0	1.4	0.7	10.0	0.0
• Recruiting	10.0	8.0	6.0	10.0	0.0
• Management and development	6.7	6.9	6.7	10.0	0.0
• Donations	8.0	5.5	3.5	8.0	0.0
• Turnover	4.2	8.0	9.2	10.0	0.0
VI. Staff	2.8	5.5	5.9	7.6	2.5
• Level of programming provided	1.1	1.2	0.1	10.0	0.0
• Percentage of staff in programs	3.2	6.6	8.6	10.0	0.0
• Turnover	3.5	7.3	7.9	10.0	0.0
• Management and development	3.3	7.0	6.9	10.0	0.0
VII. Innovation	2.9	5.5	5.6	7.6	2.6
• Uniqueness of program	4.0	7.1	6.7	10.0	3.3
• Restructuring / change	2.5	4.2	3.5	8.3	0.5
• Use of technology	2.2	5.1	5.0	10.0	1.0
VIII. Program Cost	1.1	6.1	6.9	10.0	0.0
• Dollar cost per hour of programming*	\$40.56	\$18.10	\$14.30	\$45.78	\$0.07
• Dollar cost per client**	\$4.92	\$2,718.45	\$1,537.52	\$20,838.10	\$4.92
• Hours per client**	0.1	1,012.0	104.0	8,760.0	0.1
IX. Outcome Monitoring	6.2	8.3	9.0	10.0	1.0
X. Accessibility	2.8	6.4	7.5	10.0	2.8
COMPOSITE SCORE	5.6	6.6	6.9	8.1	4.1

* Presented for information purposes only.

** Not used in the calculation of the criteria score; presented for information purposes only.