

Service Scorecard

Fiscal Services Department											
Director: Lydia Lotti											
SERVICE STANDARDS	Customer	Prior Annual Data			Current Annual Growth Target			Future Annual Growth Targets			
		06/07 Annual	07/08 Annual	08/09 Annual	09/10 Target	% to 09/10 Target	09/10 Actual Annual	10/11 Target	11/12 Target	12/13 Target	Ultimate Target
Payroll errors for all staff members are resolved within 24 hours (exceeding the 5 day contract requirement). (POF survey)	All	N/A	N/A	N/A			23%	90%	95%	98%	100%
Invoices that are approved for payment by school sites and submitted to the accounts payable department are processed on time. (%of vendor complaints out of warrants printed)	School Sites and District Office Departments	N/A	N/A	N/A				90%	95%	98%	100%
Monthly budgets are reviewed in quarterly meetings with all site leaders and district office managers. (POF survey)	Administrators and District Office Managers	N/A	N/A	N/A			20%	90%	95%	98%	100%
All principals report that the Fiscal Services Department provides professional development that effectively builds their capacity to access and interpret financial information that meets their needs (including budget management needs). (POF survey)	Site Administrators	N/A	N/A	N/A			9%	90%	95%	98%	100%
The Fiscal Services Department responds to all of my school site's standard and emergency purchasing needs (survey).	All School Sites and District Office Departments	N/A	N/A	N/A			30%	90%	95%	98%	100%
Questions concerning financial needs (including budget needs) are resolved within 48 hours either via phone, e-mail or in-person and/or by using the fiscal procedures/policies manual. (survey)	All School Sites and District Office Departments	N/A	N/A	N/A			19%	90%	95%	98%	100%
BUDGET											
Budget to Actual (OVER) UNDER											
Cost Savings or Revenue Generation (select one)											
Run regular (monthly, bi-monthly) department budget reports to monitor progress											

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CUSTOMER SERVICE (survey)											
Reliability											
Assurance											
Tangibles											
Empathy											
Responsiveness											
OVERALL RATER AVERAGE											
PEOPLE											
Employee attendance											
Employee performance evaluation											
Employee retention											
Employees sufficiently trained (survey)											
Employees are informed of and understand expectations. (survey)											
Employee overall satisfaction (survey)											
PRIMARY DISTRICT MISSION	Making sure all students are enrolled in the appropriate grade and school. Making sure that all expulsions are dealt with in a timely manner and according to Ed Code. Making sure that truancy issues are dealt with in a timely manner and according to Ed Code.										
SUPPORTING STUDENT ACHIEVEMENT (survey)											