# Child care metrics selection form

|  |  |  |
| --- | --- | --- |
| CSF | KPI | metric |
| Minimum staffing | Efficient process | children per service  minutes per child check-in  minutes per child check-out |
|  | Low management involvement | number of questions escalated to Children’s Pastor  number of questions escalated to another volunteer  number of incidents requiring pastor involvement |
| Adequate staffing | Low wait times | number of people waiting in line 15, 10 and 5 minutes before event starts  number of people waiting in line 5, 10, and 15 minutes after event ends  number of incidents with equipment causing delays per month  maximum number of people waiting at one time per event |
|  | High effectiveness | number of calls made to ask for help per month during child care processing  number of times desk left unattended during child care processing without messaging device available  number of times desk left unattended during child care processing with messaging device available |
| Happy staff | High volunteer time | events per month worked per volunteer  number of child care volunteers who would accept an additional event to work without scheduling more than one week out |
|  | High retention of volunteers | months volunteer has served in any position  satisfaction survey score  number of volunteers who did not last more than 90 days per year  number of volunteers who left voluntarily per year |
|  | Not too long duration in position | months volunteer serves in same position |
|  | Low absenteeism | events scheduled but missed per year  events rescheduled per year  events with child care scheduled |
|  | Low recruitment time | weeks with open position  weeks position in bulletin |
|  | High attention to staff | number of staff surveys per year  number of appreciation events per year |
|  | High percentage of volunteers understands culture | number of staff who have taken basic church values class in last five years  number of staff who have not taken basic church values class in last five years |
|  | High recommendation possibility | survey score when church position is preferred over another paid position  number of people any volunteer has told about their position per month |
| Effective staff | Frequent education | months between training sessions  number of courses taught |
|  | High level of capability | highest number of months experience in child care of any person per event  number of volunteers asked to leave in last year  survey ranking on usefulness of training three months after  number of suggestions for improvement per year |
| Staff motivation | High volunteer rate | number of total volunteers used in one month  number of members  number of child care volunteers used in one month  number of waiting list volunteers |
|  | High attendance in volunteer training | number of attendees in volunteer training per year  number of attendees in child care training per year |
| Happy parents | High satisfaction | satisfaction survey score  number of first-time children by recommendation  number of total children  number of children returning after one week  number of children returning after three months  number of children returning after one year |
|  | High utilization | number of families with child care needs attending any event  number of families attending any event  number of non-families with child care needs attending any event  number of non-families attending any event |
| Safe workplace | Low risk of infection | sick children per service  sick staff causing absence per month |
|  | Low accident rate | accidents on premise per year  accidents for off-premise church business per year |
|  | No authorized people allowed behind counter or child care area | number of people allowed to visit children without proper authorization per week  number of people who gained entrance behind counter without locked door per week |
| Low expenses | Low usage of devoted assets | number of computers used only for child care  cost of child care software purchased  cost of child care software licensed per month  cost of devoted hardware  maintenance expense on devoted technology  supplies expense per month  number of events Children’s Pastor attends per month |
|  | High use of shared assets | number of computers shared to support child care  number of events other paid staff pick up Children’s Pastor’s duty per year |
|  | Low cost of training | number of training sessions per year  cost of printing for training materials per year  amount of non-printing expenses for training sessions per year |
|  | Low cost of staff acquisition | cost of marketing materials for volunteers per year  cost of employment advertisement for paid staff per year  amount of time spent by paid staff on pre-hire process per year  candidates interviewed per hire  number of candidates referred to position by member  number of candidates applying for position  number of candidates with qualifications for position  number of candidates left after first round of interviews |
| Social consciousness | Staff diversity | number of ethnic groups in volunteer base  percentage of non-white ethic groups in volunteer base  number of initiatives targeting diversity for volunteers per year  age of volunteer  ethnicity of volunteer |