

## Benchmark Summary

Service Area	Benchmarks
<b>Administrative/Financial</b>	Current Asset/Liability Ratio
	% Revenue by Source
	M&G % of Total Expenses
	Fundraising % of Total Expenses
	Wages/Benefits % of Total Expenses
	Cost per Unit of Service for Each
	Staff Turnover by type (admin, support, senior clinical, direct service degreed)
	Occupancy
<b>Residential (Treatment Center, Group Home, Community-based care, Shelter)</b>	Length of Stay – Discharged Clients
	Discharge Status – To More, Less, Lateral Level of Care
	Restraints -% #Restraints/ #bed days, staff and resident injuries
	Medication Errors
	Violence – % #Incidents of aggressive behavior resulting in harm to others or property/ # days in care
	Self-Harm –% #Suicide Attempts and Self-Injury/ #bed days
	Client Satisfaction
<b>Outpatient</b>	Productivity – % #Face-to-Face Hours/ #Total Hours
	Appointment Patterns Ratio - % #Missed or Cancelled Appointments/ #Scheduled Appointments
	Client Satisfaction

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Service Area	Benchmarks
<b>Foster Care – Foster Care/Therapeutic Foster Care</b>	Placement Stability - % #youth =<2 Placements in 12 months/ # clients in same 12 months
	Length of Stay – Median/Mean
	Violence – # Incidents of aggressive behavior resulting in harm to others or property/# days in care
	Self-Harm – % #Suicide Attempts and Self-Injury/ #Bed Days
	Discharge Status
	Timeliness of Permanency – Reunification and Other
<b>Family Preservation – Three Service Levels</b>	Cost per Hour of Service
	Utilization – Average # of Service Hours per Individual per Episode of Care
	Permanence at Discharge, after 6 months, and after 12 months – # children not placed in substitute care & #
	Productivity – Face-to-Face Hours/Total Hours
<b>Juvenile Justice</b>	Rate of Program Completion by Treatment Plan
	6 & 12 Month Recidivism
<b>Early Childhood/Educational</b>	Physical Intervention Rate - % # Interventions/Average # of Students per day
	Grade Level Performance - % # Performing at or above Grade Level/ # Students Assessed
<b>Economic Advancement</b>	Cost per Client
	Cost per Loan Dollar
	Client Satisfaction
	Increased Income
	Increased Credit Score
<b>Impact Measures – Residential, Foster Care, Family Preservation</b>	All Measures at Discharge, Post - 6 Months, Post - 12 months
	Placement Stability - # Out-of-Home Placements
	Productivity – Graduate School, Passing in School, Working
	Risky Behavior – Arrest Free, Substance Free, Pregnancy Free
	Relationships – With Peers, Family, and Other Adults