

Appendix C – Key Performance Indicators

Division	Service	Metric name	Metric type
Archives	Archives Collections and Resources Management	Internal collection	Quantity
Archives	Archives Collections and Resources Management	External collection	Quantity
Archives	Archives Collections and Resources Management	Transcription	Quantity
Archives	Archives Collections and Resources Management	Number out of 50 of Archeion descriptions submitted	Quantity
Archives	Archives Collections and Resources Management	Archives Collections and Resources Management service expenses	Cost
Archives	Archives Collections and Resources Management	Archives Collections and Resources Management service revenues	Cost
Archives	Archives Collections and Resources Management	Archives Collections and Resources Management service net	Cost
Archives	Archives Collections and Resources Management	Net cost per fond	Cost
Archives	Archives Outreach and Programming	Student presentations	Quantity
Archives	Archives Outreach and Programming	Community presentations	Quantity
Archives	Archives Outreach and Programming	Displays	Quantity
Archives	Archives Outreach and Programming	Joint venture requests	Quantity
Archives	Archives Outreach and Programming	Tours	Quantity
Archives	Archives Outreach and Programming	Joint projects	Quantity
Archives	Archives Outreach and Programming	Archives Outreach and Programming service expenses	Cost
Archives	Archives Outreach and Programming	Archives Outreach and Programming service revenues	Cost
Archives	Archives Outreach and Programming	Archives Outreach and Programming service net	Cost
Archives	Archives Outreach and Programming	Net Outreach and Programming cost per program delivered	Cost
Archives	Archives Reference and Information	Number of internal reference requests	Quantity
Archives	Archives Reference and Information	Number of external reference requests	Quantity
Archives	Archives Reference and Information	Number of general reference requests	Quantity



Division	Service	Metric name	Metric type
Archives	Archives Reference and Information	Total requests	Quantity
Archives	Archives Reference and Information	Percentage of internal reference requests	Quality
Archives	Archives Reference and Information	Percentage of external reference requests	Quality
Archives	Archives Reference and Information	Percentage of general reference requests	Quality
Archives	Archives Reference and Information	Number of Archeion hits	Quality
Archives	Archives Reference and Information	Number of Archeion requests	Quality
Archives	Archives Reference and Information	Percentage of Archeion requests of total requests	Quality
Archives	Archives Reference and Information	Archives Reference and Information Expenses	Cost
Archives	Archives Reference and Information	Archives Reference and Information Revenues	Cost
Archives	Archives Reference and Information	Archives Reference and Information Net	Cost
Archives	Archives Reference and Information	Net Reference and Information Cost per Request Received	Cost
Emergency Medical Services	Emergency Management	BIAs Completed/Reviewed (Number completed/Number of divisions)	Quantity
Emergency Medical Services	Emergency Management	Number of Emergency Management Exercises / Number of Plans	Quantity
Emergency Medical Services	Emergency Management	Number of identified staff trained in Emergency Management (IMS/BEM)	Quantity
Emergency Medical Services	Emergency Management	Number of individuals who received information on emergency preparedness	Quantity
Emergency Medical Services	Emergency Management	Number of community safety / awareness campaigns delivered (presentations/trade fairs/etc.)	Quantity
Emergency Medical Services	Emergency Management	Number of media safety / awareness campaigns delivered	Quantity
Emergency Medical Services	Emergency Management	Percentage of households with 72 hour kits	Quantity
Emergency Medical Services	Emergency Management	Number of Populations that may need assistance with evacuation/shelter-in-place have been identified	Quantity
Emergency Medical Services	Emergency Management	Percentage of EMCPA essential level requirements met	Quality
Emergency Medical Services	Emergency Management	Percentage of ECG participated in annual exercise	Quality
Emergency Medical Services	Emergency Management	Participant satisfaction with exercise	Quality
Emergency Medical Services	Emergency Management	Percentage of emergency plans reviewed within required time frames. (Number of reviews/Number of plans)	Quality



Division	Service	Metric name	Metric type
Emergency Medical Services	Emergency Management	Hazard identification and risk assessment process in place and updated annually (Yes/No)	Quality
Emergency Medical Services	Emergency Management	Percentage of identified hazards / risks with mitigation strategies/plans in place	Quality
Emergency Medical Services	Emergency Management	Median number of community partners/organizations engaged with in an emergency planning event/exercise	Quality
Emergency Medical Services	Emergency Management	Participant satisfaction with exercise	Quality
Emergency Medical Services	Emergency Management	Continuity of Operations Plans (Number plans/Number of essential services)	Result
Emergency Medical Services	Emergency Management	Percentage of corrective action/improvements implemented (Number identified/Number implemented)	Result
Emergency Medical Services	Emergency Management	Percentage of improvement plans developed based on after action reports	Result
Emergency Medical Services	Emergency Management	Frequency in which EOC telecommunications equipment are reviewed and tested	Result
Emergency Medical Services	Emergency Management	Time for pre-identified staff with lead incident management roles acknowledge receipt and understanding of alert notification	Result
Emergency Medical Services	Emergency Management	Emergency Management expenses	Cost
Emergency Medical Services	Emergency Management	Emergency Management revenues	Cost
Emergency Medical Services	Emergency Management	Emergency Management net	Cost
Emergency Medical Services	Emergency Management	Cost per Community Operations Plan	Cost
Emergency Medical Services	Emergency Medical Service	Patient encounters	Quantity
Emergency Medical Services	Emergency Medical Service	Hospital turnaround time (total minutes)	Quantity
Emergency Medical Services	Emergency Medical Service	90th percentile response (urban and rural)	Quantity
Emergency Medical Services	Emergency Medical Service	90th percentile response (urban)	Quantity
Emergency Medical Services	Emergency Medical Service	90th percentile response (rural)	Quantity
Emergency Medical Services	Emergency Medical Service	Calls per 1000 residents	Quantity
Emergency Medical Services	Emergency Medical Service	Vehicle standbys (Code 8)	Quantity
Emergency Medical Services	Emergency Medical Service	MOHLTC service review recommendations	Quantity
Emergency Medical Services	Emergency Medical Service	Average patient age	Quantity
Emergency Medical Services	Emergency Medical Service	Crew reaction time (avg.)	Quantity



Division	Service	Metric name	Metric type
Emergency Medical Services	Emergency Medical Service	Response time standard urban	Quantity
Emergency Medical Services	Emergency Medical Service	Response time standard rural	Quantity
Emergency Medical Services	Emergency Medical Service	Hospital turnaround delays (Number of events >30 mins.)	Quality
Emergency Medical Services	Emergency Medical Service	Hospital turnaround time (average minutes / event)	Quality
Emergency Medical Services	Emergency Medical Service	Percent of all patient encounters with hospital turnaround times > 30 mins.	Quality
Emergency Medical Services	Emergency Medical Service	Percent of patients showing improved vital signs after treatment (or at hospital)	Result
Emergency Medical Services	Emergency Medical Service	Response time standard urban met (Y/N)	Result
Emergency Medical Services	Emergency Medical Service	Response time standard urban met (Y/N)	Result
Emergency Medical Services	Emergency Medical Service	Difference between response time standard and actual result (urban)	Result
Emergency Medical Services	Emergency Medical Service	Difference between response time standard and actual result (rural)	Result
Emergency Medical Services	Emergency Medical Service	Gross expenditure	Cost
Emergency Medical Services	Emergency Medical Service	Cost per capita	Cost
Emergency Medical Services	Emergency Medical Service	Cost per hour of service	Cost
Emergency Medical Services	Emergency Medical Service	Gross expenditure per patient encounter	Cost
Emergency Medical Services	Emergency Medical Service	EMS service expenses	Cost
Emergency Medical Services	Emergency Medical Service	EMS service revenues	Cost
Emergency Medical Services	Emergency Medical Service	EMS service net	Cost
Emergency Medical Services	Emergency Medical Service	Net service cost per patient encounter	Cost
Emergency Medical Services	Emergency Medical Service	Percent growth in net service cost Y/Y	Cost
Human Services	Child Care Subsidy	Number of licensed child care spaces - Infant	Quantity
Human Services	Child Care Subsidy	Number of licensed child care spaces - toddler	Quantity
Human Services	Child Care Subsidy	Number of licensed child care spaces - preschool	Quantity
Human Services	Child Care Subsidy	Number of licensed child care spaces - JK/SK	Quantity
Human Services	Child Care Subsidy	Number of licensed child care spaces - school age	Quantity
Human Services	Child Care Subsidy	Number of operating child care spaces - infant	Quantity
Human Services	Child Care Subsidy	Number of operating child care spaces - toddler	Quantity



Division	Service	Metric name	Metric type
Human Services	Child Care Subsidy	Number of operating child care spaces - preschool	Quantity
Human Services	Child Care Subsidy	Number of operating child care spaces - JK/SK	Quantity
Human Services	Child Care Subsidy	Number of operating child care spaces - school age	Quantity
Human Services	Child Care Subsidy	Number of Oxford County child care operations supported - through quarterly operating funding	Quantity
Human Services	Child Care Subsidy	Number of Oxford County child care operations supported - through fee subsidy	Quantity
Human Services	Child Care Subsidy	Number of children 0-4	Quantity
Human Services	Child Care Subsidy	Number of children 5-9	Quantity
Human Services	Child Care Subsidy	Number of children 10-14	Quantity
Human Services	Child Care Subsidy	Number of licensed spaces per child 0-4	Quantity
Human Services	Child Care Subsidy	Number of licensed spaces per child 5-9	Quantity
Human Services	Child Care Subsidy	Number of licensed spaces per child 10-14	Quantity
Human Services	Child Care Subsidy	Number of licensed spaces per child 0-14	Quantity
Human Services	Child Care Subsidy	Percentage of operating spaces per licenced space - infant	Quality
Human Services	Child Care Subsidy	Percentage of operating spaces per licenced space - toddler	Quality
Human Services	Child Care Subsidy	Percentage of operating spaces per licenced space - preschool	Quality
Human Services	Child Care Subsidy	Percentage of operating spaces per licenced space -JK/SK	Quality
Human Services	Child Care Subsidy	Percentage of operating spaces per licenced space - school age	Quality
Human Services	Child Care Subsidy	Percentage of all operating spaces per licensed space	Quality
Human Services	Child Care Subsidy	Number of children served	Result
Human Services	Child Care Subsidy	Percentage of children served	Result
Human Services	Child Care Subsidy	Number of children 0-14	Result
Human Services	Child Care Subsidy	Number of children served by age group - toddler	Result
Human Services	Child Care Subsidy	Number of children served by age group -pPreschool	Result
Human Services	Child Care Subsidy	Number of children served by age group - JK/SK	Result
Human Services	Child Care Subsidy	Number of children served by age group - school age	Result



Division	Service	Metric name	Metric type
Human Services	Child Care Subsidy	Number of children served by age group - over 12	Result
Human Services	Child Care Subsidy	Length of waitlist	Result
Human Services	Child Care Subsidy	Child Care Subsidy expenses	Cost
Human Services	Child Care Subsidy	Child Care Subsidy revenues	Cost
Human Services	Child Care Subsidy	Child Care Subsidy net	Cost
Human Services	Child Care Subsidy	Net cost per licensed space	Cost
Human Services	Child Care Subsidy	Net cost per operating space	Cost
Human Services	Child Care Subsidy	Net cost per child served	Cost
Human Services	Financial Assistance	Number of applications received (OW application distribution list-Shared Drive)	Quantity
Human Services	Financial Assistance	Number of referrals to the DAU (Disability Adjudication Unit (OW-Intake Performance Report-Screening-Monthly)	Quantity
Human Services	Financial Assistance	Number of cases referred to FSW as a result of EVP (OW-CVP Performance Report-Monthly)	Quantity
Human Services	Financial Assistance	Number of referrals to FSW at application (manual tracking)	Quantity
Human Services	Financial Assistance	Number of referrals to FSW during case management (manual tracking)	Quantity
Human Services	Financial Assistance	Average number of exits from social assistance (OW Termination Details Report-Monthly)	Quantity
Human Services	Financial Assistance	Average time on social assistance (days) (OW-Avg time/Avg Earnings-Monthly) Months on Assistance (BU summary report-monthly)	Quality
Human Services	Financial Assistance	Number of internal review requests (OW-Internal Review Performance Report-Monthly)	Quality
Human Services	Financial Assistance	Percentage of decisions upheld by the internal review (OW-Internal Review Performance Report-Monthly)	Quality
Human Services	Financial Assistance	Percentage of applications eligible for Financial Assistance (OW-Intake Performance Report-Screening-Monthly)	Result
Human Services	Financial Assistance	Average days to determine eligibility (OW-Intake Performance Report-Screening-Monthly)	Result



Division	Service	Metric name	Metric type
Human Services	Financial Assistance	Number of participants finding employment (Participation Report-Monthly)	Result
Human Services	Financial Assistance	Percentage of cases with earnings (Average Time/Average Earnings Performance Report-Monthly)	Result
Human Services	Financial Assistance	Number of cases with earnings (Average Time/Average Earnings Performance Report-Monthly)	Result
Human Services	Financial Assistance	Average Earnings (Average Time/Average Earnings Performance Report-Monthly)	Result
Human Services	Financial Assistance	Average Percentage of cases that exit as a result of employment (OW-Termination Details Report-Monthly)	Result
Human Services	Financial Assistance	Number of cases granted ODSP (OW-Termination Details Report-Monthly)	Result
Human Services	Financial Assistance	Total OW cases (CMSM report)	Quantity
Human Services	Financial Assistance	Total OW beneficiaries (CMSM report)	Quantity
Human Services	Financial Assistance	Percentage of all cases finding employment	Result
Human Services	Financial Assistance	Percentage of all beneficiaries finding employment	Result
Human Services	Financial Assistance	Financial Assistance expenses	Cost
Human Services	Financial Assistance	Financial Assistance revenues	Cost
Human Services	Financial Assistance	Financial Assistance net	Cost
Human Services	Financial Assistance	Net cost per OW case	Cost
Human Services	Financial Assistance	Net cost per OW beneficiary	Cost
Human Services	Shelter (Direct Delivered)	Number of units owned	Quantity
Human Services	Shelter (Direct Delivered)	Number of new clients housed	Quantity
Human Services	Shelter (Direct Delivered)	Number of accessible units	Quantity
Human Services	Shelter (Direct Delivered)	Number of applicants waiting for rent geared to income (RGI) housing	Quantity
Human Services	Shelter (Direct Delivered)	Percentage of applicants on the waitlist housed not currently tracked	Quantity
Human Services	Shelter (Direct Delivered)	Total number of RGI housing in Oxford County	Quantity
Human Services	Shelter (Direct Delivered)	Percentage of RGI owned and managed by Oxford County	Quantity



Division	Service	Metric name	Metric type
Human Services	Shelter (Direct Delivered)	Number market rent tenants in Oxford -owned RGI housing	Quality
Human Services	Shelter (Direct Delivered)	Number of clients in Oxford RGI housing moving to higher level housing	Result
Human Services	Shelter (Direct Delivered)	Annual maintenance costs on Oxford-owned units	Cost
Human Services	Shelter (Direct Delivered)	Annual capital investment on Oxford-owned units	Cost
Human Services	Shelter (Direct Delivered)	Shelter (Direct Delivered) expenses	Cost
Human Services	Shelter (Direct Delivered)	Shelter (Direct Delivered) revenues	Cost
Human Services	Shelter (Direct Delivered)	Shelter (Direct Delivered) net	Cost
Human Services	Shelter (Subsidy)	Number of applicants housed (Shelter subsidy) (Affordable Housing Strategy)	Quantity
Human Services	Shelter (Subsidy)	Number of non-profit housing providers subsidized (Affordable Housing Strategy)	Quantity
Human Services	Shelter (Subsidy)	Number of RGI housing units subsidized with non-profit housing providers (Affordable Housing Strategy)	Quantity
Human Services	Shelter (Subsidy)	Number of rent supplement units subsidized (Affordable Housing Strategy)	Quantity
Human Services	Shelter (Subsidy)	Number of clients supported through the County Bridge Program (Affordable Housing Strategy)	Quantity
Human Services	Shelter (Subsidy)	Number of domiciliary hostels funded	Quantity
Human Services	Shelter (Subsidy)	Number of emergency shelter programs funded	Quantity
Human Services	Shelter (Subsidy)	Average numberof emergency shelter program bed days	Quantity
Human Services	Shelter (Subsidy)	Number of operational reviews completed Affordable Housing Strategy	Quantity
Human Services	Shelter (Subsidy)	Number of clients supported in domiciliary hostels	Quantity
Human Services	Shelter (Subsidy)	Number of clients supported in emergency shelter programs	Quantity
Human Services	Shelter (Subsidy)	Number of clients living in affordable housing	Quantity
Human Services	Shelter (Subsidy)	Number of affordable housing units (including non-Oxford-owned RGI housing)	Quantity



Division	Service	Metric name	Metric type
Human Services	Shelter (Subsidy)	Number of low income households assisted with home ownerships	Quantity
Human Services	Shelter (Subsidy)	Number of affordable housing units using infilling, brownfields, etc.	Quantity
Human Services	Shelter (Subsidy)	Number clients receiving homelessness prevention services	Quantity
Human Services	Shelter (Subsidy)	Increase in collaborative and integrative services	Quality
Human Services	Shelter (Subsidy)	Average number of domiciliary hostel bed days funded	Result
Human Services	Shelter (Subsidy)	Number clients receiving homelessness prevention services remaining in stable housing for more than one year	Result
Human Services	Shelter (Subsidy)	Number of clients using shelters finding and remaining in stable housing for more than one year	Result
Human Services	Shelter (Subsidy)	Number of HS clients with improved affordable suitable and stable housing	Result
Human Services	Shelter (Subsidy)	Dollar amount of housing subsidy to providers - operating	Cost
Human Services	Shelter (Subsidy)	Dollar amount of housing subsidy to providers - capital	Cost
Human Services	Shelter (Subsidy)	Dollar amount of subsidy to individuals	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) expenses	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) revenues	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) net	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) cost per unit subsidized	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) cost per person housed	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) Cost per agency supported	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) cost per person housed per day (includes shelter and domiciliary Hostels)	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) cost for RGI housing (non-Oxford)	Cost
Human Services	Shelter (Subsidy)	Shelter (Subsidy) cost per unit RGI housing (non-Oxford)	Cost
Library	Library Collections	Number of circulations per year	Quantity
Library	Library Collections	Number of purchase requests	Quantity



Division	Service	Metric name	Metric type
Library	Library Collections	Number of requests filled	Quantity
Library	Library Collections	Inter-library loan requests received	Quantity
Library	Library Collections	Inter-library loan requests sent	Quantity
Library	Library Collections	New library cards	Quantity
Library	Library Collections	Active library cards	Quantity
Library	Library Collections	Inactive library cards	Quantity
Library	Library Collections	Collection usage change	Quantity
Library	Library Collections	Collection usage by age	Quantity
Library	Library Collections	Collection usage by shelf (AF)	Quantity
Library	Library Collections	Collection usage by shelf (AN)	Quantity
Library	Library Collections	Collection usage by shelf (DVD)	Quantity
Library	Library Collections	Collection usage by shelf (JF)	Quantity
Library	Library Collections	Collection usage by shelf (JN)	Quantity
Library	Library Collections	Collection usage by shelf (LP)	Quantity
Library	Library Collections	Collection usage by shelf (YF)	Quantity
Library	Library Collections	Collection usage by genre	Quantity
Library	Library Collections	Collection size	Quality
Library	Library Collections	Average hold wait physical	Quality
Library	Library Collections	Average hold wait electronic (days)	Quality
Library	Library Collections	Collection usage by frequency (power)	Quality
Library	Library Collections	Collection usage by frequency (frequently used)	Quality
Library	Library Collections	Collection usage by frequency (infrequently used)	Quality
Library	Library Collections	Collection usage by frequency (never used)	Quality
Library	Library Collections	Cost per usage	Cost
Library	Library Collections	Library Collections expenses	Cost
Library	Library Collections	Library Collections revenues	Cost
Library	Library Collections	Library Collections net	Cost
Library	Library Programming	Programs offered	Quantity
Library	Library Programming	Program attendance	Quantity



Division	Service	Metric name	Metric type
Library	Library Programming	Program attend groups - adults	Quantity
Library	Library Programming	Program attend groups - children	Quantity
Library	Library Programming	Program attend groups -seniors	Quantity
Library	Library Programming	Program attend groups - teens	Quantity
Library	Library Programming	Population underserved	Quantity
Library	Library Programming	Joint program attend	Quantity
Library	Library Programming	Outreach program attendance	Quantity
Library	Library Programming	Program feedback	Quality
Library	Library Programming	Rates of literacy	Result
Library	Library Programming	Library Programming expenses	Cost
Library	Library Programming	Library Programming revenues	Cost
Library	Library Programming	Library Programming net	Cost
Library	Library Programming	Net cost per program	Cost
Library	Library Programming	Net cost per participant	Cost
Library	Library Public Space Access	Paid room rentals	Quantity
Library	Library Public Space Access	Free room rentals	Quantity
Library	Library Public Space Access	Events held	Quantity
Library	Library Public Space Access	Event attendance	Quantity
Library	Library Reference and Information	Annual standard reference trans (MTC)	Quantity
Library	Library Reference and Information	Annual reader advisory questions (MTC)	Quantity
Library	Library Reference and Information	Electronic reference transactions (MTC)	Quantity
Library	Library Reference and Information	Online hits	Quantity
Library	Library Reference and Information	County posts promos	Quantity
Library	Library Reference and Information	Reference feedback	Quality
Library	Library Reference and Information	Outreach loc act	Result
Library	Library Reference and Information	Referrals County Communications	Result
Library	Library Reference and Information	Reference requests qual	Result
Library	Library Reference and Information	Electronic cost per use	Cost
Library	Library Reference and Information	Product cost per use	Cost



Division	Service	Metric name	Metric type
Library	Library Reference and Information	Library Reference and Information expenses	Cost
Library	Library Reference and Information	Library Reference and Information revenues	Cost
Library	Library Reference and Information	Library Reference and Information net	Cost
Library	Library Reference and Information	Net cost per reference transactions (sum standard, readers advisory and electronic)	Cost
Library	Library Technology Access	Number of public access computers	Quantity
Library	Library Technology Access	Number of public use devices	Quantity
Library	Library Technology Access	Computer usage (time)	Quantity
Library	Library Technology Access	Wireless usage (time)	Quantity
Library	Library Technology Access	Public access computers wait times	Quantity
Library	Library Technology Access	Attendance at individual sessions	Quantity
Library	Library Technology Access	Attendance at group sessions	Quantity
Library	Library Technology Access	Number of IT sessions	Quantity
Library	Library Technology Access	Age of public access computers	Quality
Library	Library Technology Access	Technology feedback	Quality
Library	Library Technology Access	Number of new technology services	Quality
Library	Library Technology Access	Library Information Technology Access expenses	Cost
Library	Library Technology Access	Library Information Technology Access revenues	Cost
Library	Library Technology Access	Library Information Technology Access net	Cost
Library	Library Collections	Net cost per active card	Cost
Library	Library Collections	Net cost per circulated item	Cost
Library	Library Public Space Access	Library Public Space Access expenses	Cost
Library	Library Public Space Access	Library Public Space Access revenues	Cost
Library	Library Public Space Access	Library Public Space Access net	Cost
Public Health Promotion	Public Health Advocacy and Promotion	Number of anti-smoking campaigns (by type)	Quantity
Public Health Promotion	Public Health Advocacy and Promotion	Range or coverage of anti-smoking campaigns (views, hits, individuals reached)	Quantity
Public Health Promotion	Public Health Advocacy and Promotion	Number of alcohol intervention campaigns (by type)	Quantity
Public Health Promotion	Public Health Advocacy and Promotion	Range or coverage of alcohol consumption campaigns (views, hits, individuals reached)	Quantity



Division	Service	Metric name	Metric type
Public Health Promotion	Public Health Advocacy and Promotion	Percentage of population (19+) that exceeds the Low Risk Alcohol Drinking Guidelines	Result
Public Health Promotion	Public Health Advocacy and Promotion	Fall-related emergency visits in older adults aged 65+	Result
Public Health Promotion	Public Health Advocacy and Promotion	Maintenance of the Baby-Friendly Initiative (BFI)	Result
Public Health Promotion	Public Health Advocacy and Promotion	Reduction in smoking rates	Result
Public Health Promotion	Public Health Advocacy and Promotion	Public Health Promotion and Advocacy expenses	Cost
Public Health Promotion	Public Health Advocacy and Promotion	Public Health Promotion and Advocacy revenues	Cost
Public Health Promotion	Public Health Advocacy and Promotion	Public Health Promotion and Advocacy net	Cost
Public Health Promotion	Public Health Advocacy and Promotion	Cost per Public Health Promotion And Advocacy campaign	Cost
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Percentage of schools screened for dental requirements (Children in Need of Treatment)	Quantity
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of children provided dental care through Children in Need of Treatment	Quantity
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of children treated through Healthy Smiles	Quantity
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Percentage of with-risk Families consenting to visits	Quantity
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Percentage of with-risk families of all families screened with risk	Quantity
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of visits per with-risk family	Quantity
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Total number of families visited (HBHC)	Quantity
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of Well Baby clinics held	Quantity
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of with-risk children referred to other services (by type)	Quality
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of babies per Well Baby clinic	Quality
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Parental satisfaction with Well Baby clinic	Quality
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Parental satisfaction with HBHC home visiting	Quality



Division	Service	Metric name	Metric type
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Percentage of children treated through CINOT obtaining primary dental practitioner	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Percentage of children treated through CINOT requiring follow up treatment in less than 1 year	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Percent of all LICO children in Oxford County treated through Healthy Smiles	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Percentage of children treated through Healthy Smiles obtaining primary dental practitioner	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Percentage of children treated through Healthy Smiles requiring follow up treatment in less than 1 year	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of with-risk children meeting NDDS Milestones	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of with-risk children meeting EDI scores	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of with-risk children meeting NCAST scores.	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Number of with risk babies per well-baby clinic	Result
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Individual Health Assessment and Intervention expenses	Cost
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Individual Health Assessment and Intervention revenue	Cost
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Individual Health Assessment and Intervention net	Cost
Public Health Promotion	Public Health Individual Health Assessment and Intervention	Cost per individual treated (count of all HBHC, CINOT, Sexual Health, etc.)	Cost
Public Health Protection	Building Health Partnerships/Collaborations/Networks	Building Health Partnerships expenses	Cost
Public Health Protection	Building Health Partnerships/Collaborations/Networks	Building Health Partnerships revenue	Cost
Public Health Protection	Building Health Partnerships/Collaborations/Networks	Building Health Partnerships net	Cost
Public Health Protection	Building Health Partnerships/Collaborations/Networks	Cost per partnership	Cost
Public Health Protection	Case and Outbreak Management	Number of institutional outbreaks managed	Quantity



Division	Service	Metric name	Metric type
Public Health Protection	Case and Outbreak Management	Number of non-institutional outbreaks of reportable / communicable diseases managed	Quantity
Public Health Protection	Case and Outbreak Management	Percentage of gonorrhea cases receiving follow-up within 48 business hours	Quality
Public Health Protection	Case and Outbreak Management	Percentage of iGAS investigation started within 24 hours of receipt	Quality
Public Health Protection	Case and Outbreak Management	Length of respiratory outbreaks (time frame?)	Result
Public Health Protection	Case and Outbreak Management	Case and Outbreak Management expenses	Cost
Public Health Protection	Case and Outbreak Management	Case and Outbreak Management revenues	Cost
Public Health Protection	Case and Outbreak Management	Case and Outbreak Management net	Cost
Public Health Protection	Case and Outbreak Management	Cost per outbreak managed?	Cost
Public Health Protection	Health Advocacy and Promotion	Chlamydia rate (cases per 1000, or per 100,000)?	Result
Public Health Protection	Health Advocacy and Promotion	Percentage of dogs involved in rabies investigations that are up-to-date for rabies immunizations	Result
Public Health Protection	Health Monitoring and Surveillance	Percentage of weeks where county flu activity is reported to MOHLTC	Quality
Public Health Protection	Health Monitoring and Surveillance	Percentage of private well water results contaminated with bacteria	Result
Public Health Protection	Health Monitoring and Surveillance	Health Monitoring and Surveillance Public Health Protection Expenses	Cost
Public Health Protection	Health Monitoring and Surveillance	Health Monitoring and Surveillance Public Health Protection Revenue	Cost
Public Health Protection	Health Monitoring and Surveillance	Health Monitoring and Surveillance Public Health Protection Net	Cost
Public Health Protection	Health Monitoring and Surveillance	Cost per surveillance report	Cost
Public Health Protection	Health Protection Certification	Number of food handlers certified in a year	Quantity
Public Health Protection	Health Protection Certification	Certified food handlers as a percentage of all food handlers	Result
Public Health Protection	Health Protection Certification	Health Protection Certification Public Health Protection Expenses	Cost
Public Health Protection	Health Protection Certification	Health Protection Certification Public Health Protection Revenue	Cost
Public Health Protection	Health Protection Certification	Health Protection Certification Public Health Protection Net	Cost
Public Health Protection	Health Protection Certification	Cost per certification issued	Cost



Division	Service	Metric name	Metric type
Public Health Protection	Health Resource Distribution	Number of vaccine doses distributed	Quantity
Public Health Protection	Health Resource Distribution	Health Resource Distribution Public Health Protection Expenses	Cost
Public Health Protection	Health Resource Distribution	Health Resource Distribution Public Health Protection Revenue	Cost
Public Health Protection	Health Resource Distribution	Health Resource Distribution Public Health Protection Net	Cost
Public Health Protection	Health Resource Distribution	Cost per vaccine distributed	Cost
Public Health Protection	Individual Health Assessment and Intervention	Immunizations given at health unit immunization clinic	Quantity
Public Health Protection	Individual Health Assessment and Intervention	Number of sexual health clients assessed	Quantity
Public Health Protection	Individual Health Assessment and Intervention	Number of users of Needle Exchange Program	Quantity
Public Health Protection	Individual Health Assessment and Intervention	Number of individuals seen in sexual health clinic	Quantity
Public Health Protection	Individual Health Assessment and Intervention	Number of reportable sexually transmitted diseases treated (by type)	Quantity
Public Health Protection	Individual Health Assessment and Intervention	Vaccine wastage	Quality
Public Health Protection	Individual Health Assessment and Intervention	Number of users of Needle Exchange Program clients referred to other community services	Quality
Public Health Protection	Individual Health Assessment and Intervention	Percentage of users of Needle Exchange Program exiting to substance abuse program or other improvement	Result
Public Health Protection	Individual Health Assessment and Intervention	Rate of reportable sexually transmitted diseases for Oxford County (by type)	Result
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of vaccine fridge inspections completed annually	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of Class A pools inspected while in operation	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of public spas inspected while in operation	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Total number of Fixed Premises Public Health inspections	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of high-risk food inspections completed	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of moderate-risk food inspections completed	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of low and moderate-risk small drinking water systems (SDWS) inspections completed for those that are due for re-inspection	Quantity



Division	Service	Metric name	Metric type
Public Health Protection	Inspections, Investigations and Enforcement	Number of complaints, service requests, Referrals - inspection	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of secondary schools inspected once per year for compliance with section 10 of the Smoke-Free Ontario Act (SFOA)	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of tobacco retailers inspected once per year for compliance with display, handling and promotion sections of the Smoke-Free Ontario Act (SFOA)	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of tobacco retailers inspected for compliance with section 3 of the Smoke-Free Ontario Act (SFOA)	Quantity
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of suspect rabies exposures where investigation initiated within one day of notification	Quality
Public Health Protection	Inspections, Investigations and Enforcement	Food premises violations	Result
Public Health Protection	Inspections, Investigations and Enforcement	Food premises in violation as a percentage of all food premises inspected	Result
Public Health Protection	Inspections, Investigations and Enforcement	Percentage of tobacco vendors in compliance with youth access legislation at the time of last inspection	Result
Public Health Protection	Inspections, Investigations and Enforcement	Number of school pupil records reviewed that do not meet ISPA	Result
Public Health Protection	Inspections, Investigations and Enforcement	Inspections, Investigations and Enforcement expenses	Cost
Public Health Protection	Inspections, Investigations and Enforcement	Inspections, Investigations and Enforcement revenues	Cost
Public Health Protection	Inspections, Investigations and Enforcement	Inspections, Investigations and Enforcement net	Cost

