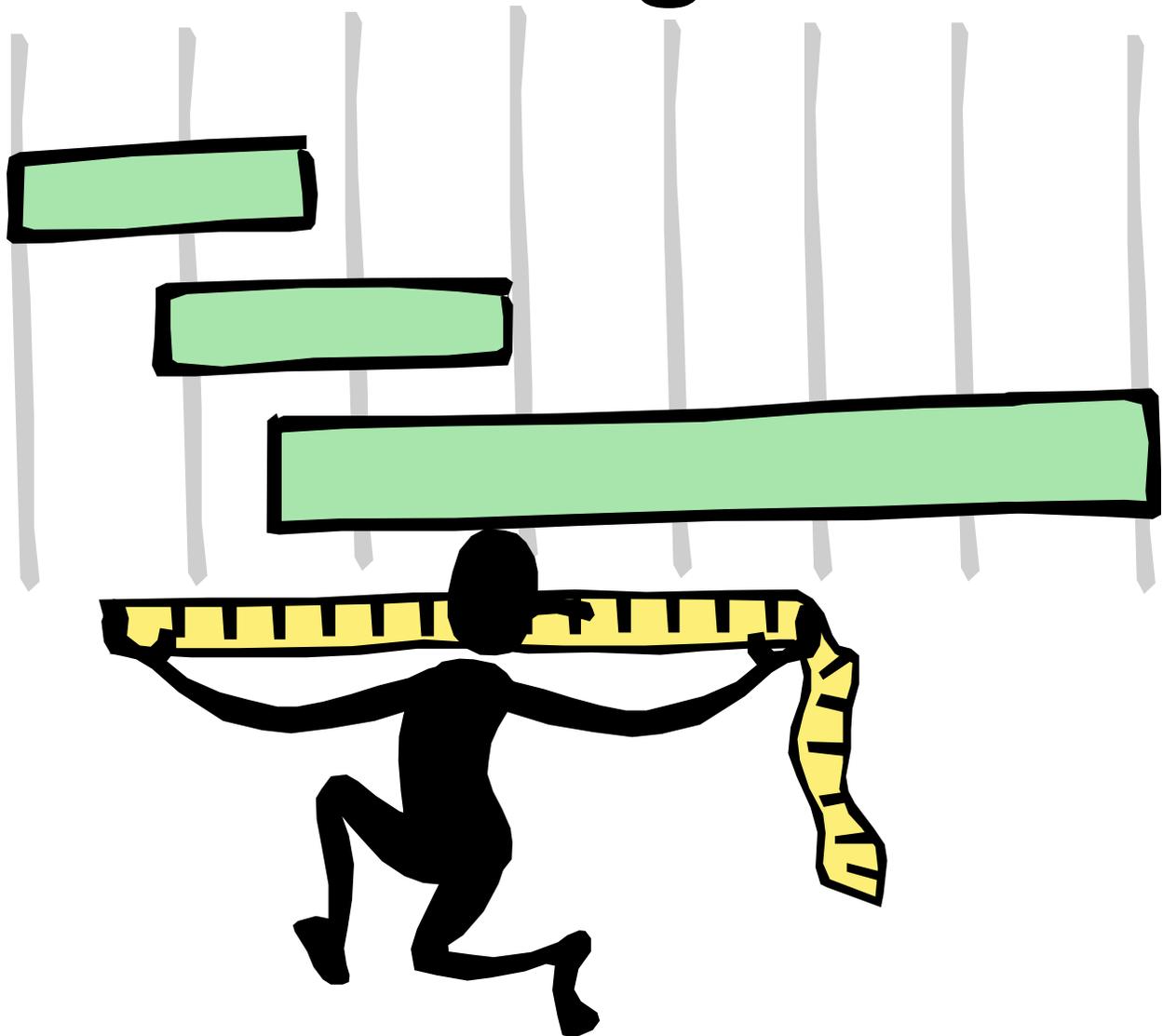


# Navy Youth and School Age Care



## MWR Program Standards and Metrics

April 2003



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# NAVY YOUTH AND SCHOOL AGE CARE PROGRAM STANDARDS AND METRICS

## INTRODUCTION

### About Program Standards and Metrics

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#### PREFACE

Program standards and metrics were developed to accomplish the OPNAV (N-46), Navy-wide requirement to develop measurements for all Navy programs funded with Base Operating Support (BOS) dollars.

**Metric:** *“A quantifiable measure (not the measurement itself) made over time, which communicates vital information about the quality of a process, activity, or resource.”*

*“A metric may be subjective, relative or absolute.”*

Ben Barrow, Phoenix AZ, 2000.

The desired outcome of the initiative is to help Navy senior leadership make funding justifications, choices, and decisions.

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#### GOALS

The following goals will be achieved by applying program standards and metrics.

1. Establish Navy-wide standards or reference points in the areas of service delivery, cost, and efficiencies and establish metrics to measure how individual programs, regions, and Navy MWR overall is doing in relation to these standards.

**GOALS  
(cont.)**

2. Show how MWR is linked to Navy readiness, retention, and mission and answer the following questions all competitors for APF funding must answer:
    - “Why is the program important to the Navy?” and,
    - “What do we lose in the way of readiness, retention, or mission accomplishment if the program is partially or not funded?”
  3. Starting with POM-04, use program standards and metrics to build MWR’s funding requirements for each POM and PR cycle. (i.e., to calculate how much APF MWR funding is required as part of the Navy’s resource programming process.)

(This is the process every APF competitor must use to justify program needs.)
  4. Identify program priorities. (e.g., What is funded first? What is funded last? What is funded fully? What is funded partially? ....and, Why?)
  5. Identify and employ standard data collection systems and applications to examine and assess the standards and metrics for each identified MWR program.
  6. Ensure the program standards and metrics data can be used by anyone to determine (compare) how similar programs are doing within regions and throughout Navy MWR.
  7. Identify efficiencies and best practices that can be shared and/or duplicated within regions and throughout Navy MWR.
-

## BACKGROUND

In the fall of 2000, a Navy MWR Integrated Process Team (IPT) steering group began the program standards and metrics project by:

- Establishing a steering group.
- Identifying key members from N-46, PERS-65, Major Claimants, Navy regions, and from among Navy MWR directors to participate on various project teams.
- Adopting a metrics “model” to help organize and prioritize standards for each program.
- Determining how to proceed with the establishment of standards and metrics.
- Identifying the initial MWR programs to be studied.

The initial MWR programs studied represent more than 80% of the APFs used by MWR, exclusive of the Child Development program, which was studied separately.

- Fitness.
- Liberty.
- Libraries.
- Fleet/Isolated Motion Picture (MOPIC).
- Youth Activities/SAC.
- Outdoor Recreation.
- Information, Tickets and Travel (ITT).

The IPT used the following project procedure:

- Define project goals and objectives.
- Divide the project team into work groups and assign responsibilities and tasks.

**BACKGROUND**  
**(cont.)**

The project team work groups included:

- Program Support.
  - MWR MACRO Standards.
  - MIS Applications.
  - Research.
  - Communications.
  - Best Practices.
- Direct the development of standards and metrics program for MWR programs that consists of two major parts:
    - Program Standards.
    - Customer Satisfaction.
  - Provide MWR program metrics and standards for:
    - Personnel.
    - Facilities.
    - Programs/Programming.
    - Equipment.
    - Administration.
  - Prepare evaluation tools.
  - Develop directions for assessing and comparing an MWR program's current condition to the specified program standards and for using the metrics evaluation tools.
  - Test standards and metrics and adjust as needed.
  - Publish program standards and metrics for each MWR program to be studied.

The Installation Management Working Group and the Shore Installation Programming Board approved the standards and a

**BACKGROUND  
(cont.)**

Navy-wide assessment was conducted in August/September 2001. Navy Personnel Command (Pers 65) assumed responsibility for the standards and issued a formal implementation in December 2002.

In order that a more accurate assessment could be made of the quality of and APF support needed for the MWR program, the MWR IPT Steering Group identified five additional programs for inclusion in the process:

- MWR Overhead
- Auto Skills
- Category B Bowling
- Afloat Recreation (Shipboard)
- Fleet Recreation (Shore Support)

PET Teams were also charged with revising the standards for the original seven programs in order to maintain their currency with professional practice. A Navy-wide assessment of all programs, new and old, is scheduled for August/September 2003.

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**WHAT THIS  
PROGRAM  
WILL AND  
WON'T DO**

**What this standards and metrics program does:**

- It publishes standards to which you are to compare your MWR program.
- It provides the metrics and assessment tools which you will use to compare your MWR program to these published standards.

**What this program does NOT do:**

- It does not tell you what you should do to run your MWR program, or how you should run it.
- It does not tell you how to close the gap between these published standards and your MWR program, if one exists.

**HOW TO  
USE THIS  
DOCUMENT**

Each booklet is divided into the following sections:

- Table of contents.
- Section I.
- Measurement 1 -- Personnel.
- Measurement 2 -- Facilities.
- Measurement 3 -- Programming.
- Measurement 4 -- Equipment.
- Measurement 5 -- Administration.
- Section II -- Customer Satisfaction.
- Section III -- Scoring.

The program standards are found after the appropriate metric for each program measurement area. The worksheets for each metric follow the standards in each section.

The Table of Contents is used to locate specific metrics and standards and metrics information.

This Introduction section explains the project, methods, and use of the directive.

The sections tabbed “Metric X -- Title” contain the metrics and standards and for one of the five major measurement areas.

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**SOURCES**

The standards published in this document drew on the following:

- Existing, official DoD and/or DON instructions/policy.
  - Generally accepted industry and/or professional standards, recommendations, and/or guidelines.
  - Best MWR and/or business practices.
  - The experience of the project team members.
-

**ASSISTANCE**

If you have questions regarding this program, please contact the appropriate PERS-65 program manager. Use the address and phone numbers below for general information, assistance and routing.

NAVY PERSONNEL COMMAND  
NAVY MWR DIVISION (PERS-654)  
5720 INTEGRITY DRIVE  
MILLINGTON TN 38055-6540

DSN 882-6717  
COM (901) 874-6717  
FAX (901) 874-6847  
INTERNET pers654@persnet.navy.mil

**STANDARDS  
CONTINUUM**

As you will see, the processes result in scores that, through the use of work sheets, tables and simple arithmetic, equate to the following:

10	SL1	Ideal
9		
8	SL2	Operational with some deficiencies
7		
6	SL3	Operational with serious deficiencies
5		
4	SL4	Not operational
3		
2		
1		
0		

**NOTE:** The scoring methods calculate to scores between 1 and 10.

**TRUTH IN  
ADVERTISING**

DO NOT use the score sheets to make your MWR program look a bit better (or worse) than it actually is. The purpose of this process is to justify full funding with regard to Navy readiness, retention, and mission.

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## GLOSSARY

The following abbreviations, acronyms, and definitions apply.

<b>BOS</b>	Base Operating Support
<b>IPT</b>	Integrated Process Team
<b>M/S</b>	Metrics/Standards (and vice-versa)
<b>NPRST</b>	Navy Personnel Research Studies and Technology
<b>PET</b>	Program Enhancement Teams
<b>POM</b>	Program Objective Memorandum
<b>PR</b>	Program Review
<b>PSG</b>	Program Support Group
<b>SL</b>	Service Level
<b>S/M</b>	Standards/Metrics (and vice-versa)

**Benchmark** A performance reference point.

**Charts** Used to graphically display metric results. The chart itself is not a metric.

**Counts** A statistic/measurement that can result in a metric. However, statistics do not necessarily give a measure that will drive appropriate management action.

**Measurement** Actual value of a metric.

**Metric** A quantifiable measure (not the measurement itself) made over time, which communicates vital information about the quality of a process, activity, or resource. A metric may be subjective, relative or absolute. A metric is means to an end--not the end itself.

**Status Measure** A one time measurement that conveys little trend information. (Such as data in a pie chart.)

**Metric Attributes**

- Meaningful to the customer
- Tells how well organizational goals are being met through measured processes
- Simple, understandable, and repeatable
- Unambiguously defined
- Shows a trend
- Its data is easy and economical to collect
- Timely
- Drives appropriate management action

**STANDARD**

A standard is a statement of desirable practice as set forth by experienced and recognized professionals. Many of the standards in this document are based directly on those published by DoD, Navy or an appropriate professional society – because they were developed in the same way – by experienced and recognized professionals. Other standards are professional interpretations written to fit Navy MWR, given its unique requirements. All the standards, then, are not regulatory and are written to direct and stimulate the program and the corporate policy body toward better and safer services, programs and innovations.

Every Navy command and MWR department is rightfully concerned with the efficiency and effectiveness of its operations. With the importance of MWR experiences to the quality of life of Navy personnel, every agency has a responsibility to perform at the highest possible level. The appraisal of just how well an MWR program operates is indeed a difficult task. It is inadequate to evaluate on financial performance alone – program deliverables are vastly more important but more difficult to measure. For this reason, the Navy has turned to the experience and wisdom of its MWR professionals. This experience and wisdom have been formalized into this set of standards, which may be used to evaluate one’s program. The collective result of compliance with standards will be a high quality program that meets professional requirements and the unique needs of those served.

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**NOT APPLICABLE  
“N/A”**

It is possible you will find that some standards don’t apply to your program. Circumstances may be such that the standard simply “doesn’t fit.” When that happens, you may mark the standard “N/A” and adjust the scoring accordingly. You should remember that applicability is the nature of most standards, however ... meaning that most standards DO apply. Just because you don’t comply or it is very difficult for you to achieve, doesn’t mean it doesn’t apply. You should be able to justify your reasoning for any standard you mark “not applicable.”

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**NAVY YOUTH AND  
SCHOOL AGE CARE  
PROGRAM  
DESCRIPTION**

The Navy Youth Program provides structured School Age Care (SAC) and recreational opportunities for children and youth, kindergarten through grade 12. Both the Youth and SAC programs should make use of the Navy's affiliation with Boys and Girls Clubs of America.

The Youth Program encompasses five basic core program areas: Character Development and Leadership Development; Education and Career Development; Health and Life skills; The Arts; Sports, Fitness and Recreation.

The SAC Program is directed by the Department of Defense Instruction 6060.3. "On military installations and in other DoD Component facilities, the DoD Components shall provide SAC programs, or alternatives, to military members and DoD civilian personnel. SAC programs shall provided safe, supervised, healthy, accountable and age-appropriate environments for children in grade kindergarten through 6, ages 5 through 12, that meets documented community needs. Programs should complement, rather than duplicate, the school day. Emphasis should be placed on SAC programs that meet community needs, reinforce family values and emphasize the unique value of each child through individual and group activities that promote the cognitive, social, emotional, and physical development of children."

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
PERSONNEL**

**METRIC 1.1**

**Percent Compliance With Staffing Standards**

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**PURPOSE  
OF THIS  
METRIC**

To measure the level of staffing in Youth and School Age Care Programs as compared to standard staffing standards for comparable size programs throughout the Navy.

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**REFERENCES/  
SOURCES**

- DoD Instruction 6060.3, School Age Care (SAC)
  - BUPERSINST 1710.21, Navy Youth Recreation Program
- 

**NOTES**

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**Percent Compliance With Staffing Standards**

**1.1.1** The Youth/SAC program will be staffed in accordance with the appropriate staffing standard depicted below.

<b>INSTALLATION</b>	<b>JOB TITLE</b>	<b>JOB SERIES</b>	<b>N U M B E R</b>	<b>GRADE</b>
Extra-large with multiple sites >14,000	Regional youth director	Supervisory Rec. Spec. 188-youth	1	GS-11/12 NF-4
	Asst. youth director	Rec. Spec. 188 youth	1	GS-7/9 NF-3/4
	Teen coordinator	Rec. Spec/aide 188/189 youth	1 per site	GS-5/7 NF-3
	SAC coordinator	Rec. Spec./aide 188/189 youth	1 per site	GS-5/7 NF-3
	Sports coordinator	Rec. Spec/aide 188/189/089 youth/sports	1	GS-5/7 NF-3/4
	Youth development program coordinator	Rec. Spec. 188-youth	1	GS-5/7 NF-3
	Operations clerk	Admin 301	1 per site	GS-2/4 NF-1/2
	Recreation aide	Rec. Aide 189 youth	17* FTEs	GS-2/4 NF-1/2
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, camps, etc.				

**Navy Youth and School Age Care  
Program Standards and Metrics**

<b>INSTALLATION</b>	<b>JOB TITLE</b>	<b>JOB SERIES</b>	<b>N U M B E R</b>	<b>GRADE</b>
Extra-Large >14,000	Youth director	Supervisory Rec. Spec. 188 youth	1	GS-9/11 NF-4
	Asst. youth director	Rec. Spec. 188 youth	1	GS-7/9 NF-3/4
	Teen coordinator	Rec. Asst. 188/189 youth	1 per site	GS-5/7 NF-3
	SAC coordinator	Rec. Asst. 188/189 youth	1 per site	GS-5/7 NF-3
	Sports coordinator	Rec. Asst. 188/189/089 youth/sports	1	GS-5/7 NF-3
	Operations Clerk	Admin 301	1 per site	GS-2/4 NF-1/2
	Rec. aides	Rec. Aide 189 youth	16* FTEs	GS-2/4 NF-1/2
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, camps, etc.				

<b>INSTALLATION</b>	<b>JOB TITLE</b>	<b>JOB SERIES</b>	<b>N U M B E R</b>	<b>GRADE</b>
Large stand alone or isolated  7,001-14,000 population	Youth director	Supervisory Rec. Spec. 188 youth	1	GS-7/9 NF-3/4
	Teen coordinator	Rec. Spec 188 youth	1	GS-5/7 NF-3
	SAC coordinator	Rec. Asst. 188/189 youth	1 per site	GS-5/7 NF-3
	Sports coordinator	Rec. Asst. 188/189 youth	1	GS-5/7 NF-3
	Operations Clerk	Admin 301	1 per site	GS-2/4 NF-1/2
	Rec. Aides	Rec. Aide 189 youth	12* FTEs	GS-2/4 NF-1/2
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, camps, etc.				

**Percent Compliance With Staffing Standards**

<b>INSTALLATION</b>	<b>JOB TITLE</b>	<b>JOB SERIES</b>	<b>N U M B E R</b>	<b>GRADE</b>
Medium installation  3,001-7,000 population	Youth director	Rec. Spec. 188-youth	1	GS-7/9 NF-3/4
	Teen coordinator	Rec. Asst. 188/189	1	GS-5/7 NF-2/3
	Sports coordinator	Rec. Asst. 188/189/089 youth/sports	1	GS-5/7 NF-2/3
	SAC Coordinator	Rec. Asst. 188/189 youth	1 per site	GS-5/7 NF-2/3
	Operations Clerk	Admin 301	1 per site	GS-2/4 NF-1/2
	Rec. Aides	Rec. Aides 189-youth	8* FTEs	GS-2/4 NF-1/2
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, camps, etc.				

<b>INSTALLATION</b>	<b>JOB TITLE</b>	<b>JOB SERIES</b>	<b>N U M B E R</b>	<b>GRADE</b>
Small  501-3,000 population	Youth director	Rec. Spec. 188-youth	1	GS-5/7 NF-3
	SAC program mgr.	Rec. Asst. 188/189-youth	1	GS-5/7 NF-3
	Sports program mgr.	Rec. Asst. 188/189/083- youth/sports	1	GS-5/7 NF-3
	Teen program mgr.	Rec. Asst. 188/189-youth	1	GS-5/7 NF-2
	Operations Clerk	Admin 301	1 per site	GS-2/4 NF-1/2
	Rec. aides	Rec. Aides 189-youth	5 * FTEs	GS-2/4 NF-1/2
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, camps, etc.				

**Navy Youth and School Age Care  
Program Standards and Metrics**

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INSTALLATION	JOB TITLE	JOB SERIES	N U M B E R	GRADE
Extra small 0-500 population	Youth director	Rec. Asst. 188/189 youth	1	GS-5/7 NF-3
	Operations Clerk	Admin 301	1 per site	GS-2/4 NF-1/2
	Rec. Aides	Rec. Aides 189	3 * FTEs	GS-2/4 NF-1/2
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, etc.				

**Score Sheet  
Youth/SAC  
Metric 1.1**

**Step 1** Find the appropriate staffing standard for your installation.

**Step 2** Circle the number in column A for each standard met.

<b>Installation - Extra-large, multiple sites &gt;14,000</b>				<b>A</b>	
<b>Job Title</b>	<b>Job Series</b>	<b>N u m b e r</b>	<b>Grade</b>	<b>Meet Standard</b>	<b>Filled below</b>
Regional youth director	Supervisory Rec. Spec. 188-youth	1	GS-11/12 NF-4	1	0.5
Asst. youth director	Rec. Spec. 188 youth	1	GS-7/9 NF-3/4	1	0.5
Teen coordinator	Rec. spec/aide 188/189 youth	1 per site	GS-5/7 NF-3	1	0.5
SAC coordinator	Rec. Spec./aide 188/189 youth	1 per site	GS-5/7 NF-3	1	0.5
Sports coordinator	Rec. Spec/aide 188/189/089 youth/sports	1	GS-5/7 NF-3/4	1	0.5
Youth development program coordinator	Rec. Spec. 188-youth	1	GS-5/7 NF-3	1	0.5
Operations Clerk	Admin 301	1 per site	GS-2/4 NF-1/2	1	0.5
Recreation aide	Rec. Aide 189 youth	17* FTEs	GS-2/4 NF-1/2	1	0.5
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot. classes, etc					

**Step 3** Add the numbers you circled and enter the total.

**Navy Youth and School Age Care  
Program Standards and Metrics**

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**Step 4** Compute your percent compliance:

$$A \div 8 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.1.

**Step 6** Find the corresponding “score” and enter it in the score block for this metric.

**Percent Compliance With Staffing Standards**

**Step 1** Find the appropriate staffing standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Extra-Large >14,000				A	
Job Title	Job Series	Number	Grade	Meet Standard	Filled below
Youth director	Supervisory Rec. Spec. 188 youth	1	GS-9/11 NF-4	1	0.5
Asst. youth director	Rec. Spec. 188 youth	1	GS-7/9 NF-3	1	0.5
Teen coordinator	Rec. Asst. 188/189 youth	1 per site	GS-5/7 NF-3	1	0.5
SAC coordinator	Rec. Asst. 188/189 youth	1 per site	GS-5/7 NF-3	1	0.5
Sports coordinator	Rec. Asst. 188/189/089 youth/sports	1	GS-5/7 NF-3	1	0.5
Operations Clerk	Admin 301	1	GS-2/4 NF-1/2	1	0.5
Rec. aides	Rec. Aide 189 youth	16* FTEs	GS-2/4 NF-1/2	1	0.5
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, etc.					

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 7 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Navy Youth and School Age Care  
Program Standards and Metrics**

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**Step 5** Enter your percent compliance in the performance block for metric 1.1.

**Step 6** Find the corresponding “score” and enter it in the score block for this metric.

**Percent Compliance With Staffing Standards**

**Step 1** Find the appropriate staffing standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Large stand alone or isolated 7,001-14,000 population				A	
Job Title	Job Series	N u m b e r	Grade	Meet Standard	Filled below
Youth director	Supervisory Rec. Spec. 188 youth	1	GS-7/9 NF-3/4	1	0.5
Asst. director/teen coordinator	Rec. Spec 188 youth	1	GS-5/7 NF-3	1	0.5
SAC coordinator	Rec. Asst. 188/189 youth	1 per site	GS-5/7 NF-3	1	0.5
Sports coordinator	Rec. Asst. 188/189 youth	1	GS-5/7 NF-3	1	0.5
Operations Clerk	Admin 301	1	GS-2/4 NF-1/2	1	0.5
Rec. Aides	Rec. Aide 189 youth	12* FTEs	GS-2/4 NF-1/2	1	0.5
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, etc.					

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 6 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.1.

**Step 6** Find the corresponding “score” and enter it in the score block for this metric.

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**Percent Compliance With Staffing Standards**

**Step 1** Find the appropriate staffing standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Medium installation 3,001-7,000 population				A	
Job Title	Job Series	N u m b e r	Grade	Meet Standard	Filled below
Youth director	Rec. Spec. 188-youth	1	GS-7/9 NF-3/4	1	0.5
Asst. director/teen coordinator	Rec. Asst. 188/189	1	GS-5/7 NF-2/3	1	0.5
Sports coordinator	Rec. Asst. 188/189/089 youth/sports	1	GS-5/7 NF-2/3	1	0.5
SAC Coordinator	Rec. Asst. 188/189 youth	1 per site	GS-5/7 NF-2/3	1	0.5
Operations Clerk	Admin 301	1	GS-2/4 NF-1/2	1	0.5
Rec. Aides	Rec. Aides 189-youth	8* FTEs	GS-2/4 NF-1/2	1	0.5
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, etc.					

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 6 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.1.

**Step 6** Find the corresponding “score” and enter it in the score block for this metric.

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**Percent Compliance With Staffing Standards**

**Step 1** Find the appropriate staffing standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Small 501-3,000 population				A	
Job Title	Job Series	Number	Grade	Meet Standard	Filled below
Youth director	Rec. Spec. 188-youth	1	GS-5/7 NF-3	1	0.5
SAC program mgr.	Rec. Asst. 188/189-youth	1	GS-5/7 NF-3	1	0.5
Sports program mgr.	Rec. Asst. 188/189/083-youth/sports	1	GS-5/7 NF-3	1	0.5
Teen center mgr.	Rec. Asst. 188/189-youth	1	GS-5/7 NF-2	1	0.5
Operations Clerk	Admin 301	1	GS-2/4 NF-1/2	1	0.5
Rec. aides	Rec. Aides 189-youth	5* FTEs	GS-2/4 NF-1/2	1	0.5
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, etc.					

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 6 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.1.

**Step 6** Find the corresponding “score” and enter it in the score block for this metric.

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**Percent Compliance With Staffing Standards**

**Step 1** Find the appropriate staffing standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Extra small <500 population				A	
Job Title	Job Series	N u m b e r	Grade	Meet Standard	Filled below
Youth director	Rec. Asst. 188/189 youth	1	GS-5/7 NF-3	1	0.5
Operations Clerk	Admin 301	1	GS-2/4 NF-1/2	1	0.5
Rec. Aides	Rec. Aides 189	3* FTEs	GS-2/4 NF-1/2	1	0.5
* Numbers may be higher for installations offering programs during school hours, e.g., kindergarten care, tot classes, etc.					

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 3 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.1.

**Step 6** Find the corresponding “score” and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
PERSONNEL**

**METRIC 1.2**

**Percent Compliance With Qualification Standards**

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**PURPOSE  
OF THIS  
METRIC**

To measure the level of compliance with qualification standards established for each position for this program.

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**REFERENCES/  
SOURCES**

- OPM Qualifications for General Schedule Positions
- BUPERSINST 1710.21, Navy Youth Recreation Programs

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**NOTES**

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**Percent Compliance With Qualification Standards**

**1.2.1** Youth/SAC staff shall have the education and experience shown below.

<b>Installation - Extra-large with multiple sites &gt;14,000</b>		
<b>Job Title</b>	<b>Job Series</b>	<b>Education Or Experience</b>
Regional youth director	Supervisory Rec. Spec. 188-youth	BA/BS in Recreation. or allied program and 5 yrs in related field
Asst. youth director	Rec. Spec. 188 youth	BA/BS in Recreation or allied program or 5 years in related field
Teen coordinator	Rec. Spec/Aide 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field
SAC coordinator	Rec. Spec./Aide 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field
Sports coordinator	Rec. Spec/Aide 188/189/089 youth/sports	BA/BS in Recreation or allied program or 3 years in related field
Youth development program coordinator	Rec. Spec. 188-youth	BA/BS in Recreation or allied program or 3 years in related field
Operations Clerk	Admin 301	High School Diploma or equivalent
Recreation aide	Rec. Aide 189 youth	High School Diploma or equivalent

**Navy Youth and School Age Care  
Program Standards and Metrics**

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<b>Installation - Extra Large &gt;14,000</b>		
<b>Job Title</b>	<b>Job Series</b>	<b>Education Or Experience</b>
Youth director	Supervisory Rec. Spec. 188 youth	BA/BS in Recreation or allied program and 5 yrs in related field
Asst. youth director	Rec. Spec. 188 youth	BA/BS in Recreation or allied program or 5 years in related field
Teen coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field
SAC coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field
Sports coordinator	Rec. asst. 188/189/089 youth/sports	BA/BS in Recreation or allied program or 3 years in related field
Operations Clerk	Admin 301	High School Diploma or equivalent
Rec. aides	Rec. Aide 189 youth	High School Diploma or equivalent

**Percent Compliance With Qualification Standards**

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<b>Installation - Large stand alone or isolated 7,001-14,000 population</b>		
<b>Job Title</b>	<b>Job Series</b>	<b>Education Or Experience</b>
Youth director	Supervisory Rec. Spec. 188 youth	BA/BS in Recreation or allied program and 4 years in related field
Teen coordinator	Rec. Spec 188 youth	BA/BS in Recreation or allied program or 3 years in related field
SAC coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field
Sports coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field
Operations Clerk	Admin 301	High School Diploma or equivalent
Rec. Aides	Rec. Aide 189/089 youth/sports	High School Diploma or equivalent

**Navy Youth and School Age Care  
Program Standards and Metrics**

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<b>Installation - Medium installation 3,001-7,000 population</b>		
<b>Job Title</b>	<b>Job Series</b>	<b>Education Or Experience</b>
Youth director	Rec. Spec. 188-youth	BA/BS in Recreation or allied program and 3 years in related field
Teen coordinator	Rec. Asst. 188/189	BA/BS in Recreation or allied program or 2 years in related field
Sports coordinator	Rec. Asst. 188/189/089 youth/sports	BA/BS in Recreation or allied program or 2 years in related field
SAC Coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 2 years in related field
Operations Clerk	Admin 301	High School Diploma or equivalent
Rec. Aides	Rec. Aides 189-youth	High School Diploma or equivalent

**Percent Compliance With Qualification Standards**

<b>Installation - Small 501-3,000 population</b>		
<b>Job Title</b>	<b>Job Series</b>	<b>Education Or Experience</b>
Youth director	Rec. Spec. 188-youth	BA/BS in Recreation or allied program and 3 years in related field
SAC program mgr.	Rec. Asst. 188/189-youth	BA/BS in Recreation or allied program or 2 years in related field
Sports program mgr.	Rec. Asst. 188/189/083-youth/sports	BA/BS in Recreation or allied program or 2 years in related field
Teen program mgr.	Rec. Asst. 188/189-youth	BA/BS in Recreation or allied program or 2 years related experience
Operations Clerk	Admin 301	High School Diploma or equivalent
Rec. aides	Rec. Aides 189-youth	High School Diploma or equivalent

<b>Installation - Extra small &lt;500 population</b>		
<b>Job Title</b>	<b>Job Series</b>	<b>Education Or Experience</b>
Youth director	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program and 3 years in related field
Operations Clerk	Admin 301	High School Diploma or equivalent
Rec. Aides	Rec. Aides 189	High School Diploma or equivalent

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**Score Sheet  
Youth/SAC  
Metric 1.2**

**Step 1** Find the appropriate staffing/qualification standard for your installation.

**Step 2** Circle the number in column A for each standard met.

<b>Installation - Extra-large with multiple sites &gt;14,000</b>			<b>A</b>
<b>Job Title</b>	<b>Job Series</b>	<b>Education Or Experience</b>	<b>Meet Standard</b>
Regional youth director	Supervisory Rec. Spec. 188-youth	BA/BS in Recreation. or allied program and 5 yrs in related field	1
Asst. youth director	Rec. Spec. 188 youth	BA/BS in Recreation or allied program or 5 years in related field	1
Teen coordinator	Rec. Spec./Aide 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field	1
SAC coordinator	Rec. Spec./Aide 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field	1
Sports coordinator	Rec. Spec./Aide 188/189/089 youth/sports	BA/BS in Recreation or allied program or 3 years in related field	1
Youth development program coordinator	Rec. Spec. 188-youth	BA/BS in Recreation or allied program or 3 years in related field	1
Operations Clerk	Admin 301	High School Diploma or equivalent	1
Recreation aide	Rec. Aide 189 youth	High School Diploma or equivalent	1

**Step 3** Add the numbers you circled and enter the total.

--

**Step 4** Compute your percent compliance.

$$A \div 8 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.2.

**Step 6** Find the corresponding “score” and enter it in the score block for this metric.

**Percent Compliance With Qualification Standards**

**Step 1** Find the appropriate staffing/qualification standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Extra Large >14,000			A
Job Title	Job Series	Education Or Experience	Meet Standard
Youth director	Supervisory Rec. Spec. 188 youth	BA/BS in Recreation or allied program and 5 yrs in related field	1
Asst. youth director	Rec. Spec. 188 youth	BA/BS in Recreation or allied program or 5 years in related field	1
Teen coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field	1
SAC coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field	1
Sports coordinator	Rec. asst. 188/189/089 youth/sports	BA/BS in Recreation or allied program or 3 years in related field	1
Operations Clerk	Admin 301	High School Diploma or equivalent	1
Rec. aides	Rec. Aide 189 youth	High School Diploma or equivalent	1

**Step 3** Add the numbers you circled and enter the total.

--

**Step 4** Compute your percent compliance.

$$A \div 7 \times 100 = \% \text{ Compliance}$$

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Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.2.

**Step 6** Find the corresponding “score” and put it in the score block for this metric.

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**Percent Compliance With Qualification Standards**

**Step 1** Find the appropriate staffing/qualification standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Large stand alone or isolated 7,001-14,000 population			A
Job Title	Job Series	Education Or Experience	Meet Standard
Youth director	Supervisory Rec. Spec. 188 youth	BA/BS in Recreation or allied program and 4 years in related field	1
Teen coordinator	Rec. Spec 188 youth	BA/BS in Recreation or allied program or 3 years in related field	1
SAC coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field	1
Sports coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 3 years in related field	1
Operations Clerk	Admin 301	High School Diploma or equivalent	1
Rec. Aides	Rec. Aide 189/089 youth/sports	High School Diploma or equivalent	1

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 6 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.2.

**Step 6** Find the corresponding “score” and put it in the score block for this metric.

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**Percent Compliance With Qualification Standards**

**Step 1** Find the appropriate staffing/qualification standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Medium installation 3,001-7,000 population			A
Job Title	Job Series	Education Or Experience	Meet Standard
Youth director	Rec. Spec. 188-youth	BA/BS in Recreation or allied program and 3 years in related field	1
Teen coordinator	Rec. Asst. 188/189	BA/BS in Recreation or allied program or 2 years in related field	1
Sports coordinator	Rec. Asst. 188/189/089 youth/sports	BA/BS in Recreation or allied program or 2 years in related field	1
SAC Coordinator	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program or 2 years in related field	1
Operations Clerk	Admin 301	High School Diploma or equivalent	1
Rec. Aides	Rec. Aides 189-youth	High School Diploma or equivalent	1

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 6 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.2.

**Step 6** Find the corresponding “score” and put it in the score block for this metric.

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**Percent Compliance With Qualification Standards**

**Step 1** Find the appropriate staffing/qualification standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Small 501-3,000 population			A
Job Title	Job Series	Education Or Experience	Meet Standard
Youth director	Rec. Spec. 188-youth	BA/BS in Recreation or allied program and 3 years in related field	1
SAC program mgr.	Rec. Asst. 188/189-youth	BA/BS in Recreation or allied program or 2 years in related field	1
Sports program mgr.	Rec. Asst. 188/189/083-youth/sports	BA/BS in Recreation or allied program or 2 years in related field	1
Teen program mgr.	Rec. Asst. 188/189-youth	BA/BS in Recreation or allied program or 2 years related experience	1
Operations Clerk	Admin 301	High School Diploma or equivalent	1
Rec. aides	Rec. Aides 189-youth	High School Diploma or equivalent	1

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 6 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.2.

**Step 6** Find the corresponding “score” and put it in the score block for this metric.

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**Percent Compliance With Qualification Standards**

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**Step 1** Find the appropriate staffing/qualification standard for your installation.

**Step 2** Circle the number in column A for each standard met.

Installation - Extra small <500 population			A
Job Title	Job Series	Education Or Experience	Meet Standard
Youth director	Rec. Asst. 188/189 youth	BA/BS in Recreation or allied program and 3 years in related field	1
Operations Clerk	Admin 301	High School Diploma or equivalent	1
Rec. Aides	Rec. Aides 189	High School Diploma or equivalent	1

**Step 3** Add the numbers you circled and enter the total.

**Step 4** Compute your percent compliance.

$$A \div 3 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 5** Enter your percent compliance in the performance block for metric 1.2.

**Step 6** Find the corresponding “score” and put it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
PERSONNEL**

**METRIC 1.3**

**Percent Compliance With Training Standards**

---

**PURPOSE  
OF THIS  
METRIC**

To measure the degree of compliance with prescribed training standards for personnel working in Youth/SAC programs

**REFERENCES/  
SOURCES**

- DoD Instruction 6060.3, School Age Care (SAC) Program
- NPC FY02 School Age Care Inspection Criteria
- NPC School Age Care Training Requirements

**NOTES**

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**Percent Compliance With Training Standards**

The following required training is provided and documented in employees' files.

<b>STANDARD</b>	<b>TRAINING</b>	<b>WHO</b>	<b>COMPLETED</b>
<b>1.3.1</b>	Base Orientation	All newly hired staff	If employed for 90 days or more
<b>1.3.2</b>	CPR	All staff & specified volunteers	If employed for 90 days or longer (must be kept current)
<b>1.3.3</b>	MSDS	All staff	If employed for 90 days or longer
<b>1.3.4</b>	First Aid	All staff and specified volunteers	If employed for 90 days or longer (must be kept current)
<b>1.3.5</b>	School-Age Care Training Modules	SAC staff only	Modules 1-3 completed if employed 90 days or longer. Remaining modules if employed 1 year or longer
<b>1.3.6</b>	Navy Youth Training Modules	Open Recreation/Teen Staff	9 modules completed if employed 1 year or longer
<b>1.3.7</b>	Blood Borne Pathogen	All staff	Annually
<b>1.3.8</b>	Star Service AECR Course	All staff	If employed 90 days or longer
<b>1.3.9</b>	Food Handlers' Training	All food services staff & food handlers	If employed 30 days or longer
<b>1.3.10</b>	Child Abuse Training	All staff and specified volunteers	Modules completed if employed 90 days (annual training thereafter)
<b>1.3.11</b>	Fire Safety	All staff	Annually
<b>1.3.12</b>	General safety	All staff	Base-wide safety stand – down
<b>1.3.13</b>	MWR Managers' Course	All managers and supervisors	If employed for 1 year or more.

**Navy Youth and School Age Care  
Program Standards and Metrics**

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<b>STANDARD</b>	<b>TRAINING</b>	<b>WHO</b>	<b>COMPLETED</b>
<b>1.3.14</b>	Leadership Skills for Managers (LSfM)	All managers and supervisors	If employed for 18 months or more
<b>1.3.15</b>	Coaching for Extraordinary Service	All managers and supervisors	If employed for 18 months or more
<b>1.3.16</b>	Sports Modules	Youth Sports Personnel	If employed for 1 year or more
<b>1.3.17</b>	On going/additional Training	All staff	Minimum of 36 hours during first year of employment (including modules) and a minimum of 24 hours annually after completion of all Training. Modules. This training will include refresher training.

**Score Sheet  
Youth/SAC  
Metric 1.3**

**Step 1**      Circle the number in column A for each standard your program meets.

<b>Standard</b>		<b>A</b>
		<b>Meet Standard</b>
1.3.1	Orientation	1
1.3.2	CPR	3
1.3.3	MSDS	1
1.3.4	First Aid	3
1.3.5	School-Age Care Training Modules	3
1.3.6	Navy Youth Training Modules	3
1.3.7	Blood Borne Pathogen	2
1.3.8	Star Service AECR Training	2
1.3.9	Food Handlers' Training.	2
1.3.10	Child Abuse Training.	3
1.3.11	Fire Safety	3
1.3.12	General safety	2
1.3.13	MWR Managers' Course	2
1.3.14	Leadership Skills for Managers (LSfM)	2
1.3.15	Coaching for Extraordinary Service	2
1.3.16	Sports Modules	2
1.3.17	On going/ additional Training.	2

**Step 2**      Add the circled numbers and enter the total.

**Navy Youth and School Age Care  
Program Standards and Metrics**

---

**Step 3** Compute your percent compliance:

$$A \div 38 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 1.3.

**Step 5** Find the corresponding “score” (0-10) and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
FACILITIES**

**METRIC 2.1**

**Percent Outdoor Inventory in Compliance With Standards**

---

**PURPOSE  
OF THIS  
METRIC**

To measure the degree to which the amount (volume) of outdoor space for the Youth/SAC program complies with standards established for adequate space.

---

**REFERENCES/  
SOURCES**

- NAVFAC P-80, Facility Planning Criteria
  - DoD Instruction 6060.3, School Age Care (SAC) Program
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**NOTES**

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**Percent Outdoor Inventory in Compliance With Standards**

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The Youth/SAC program shall have the following core outdoor areas.

Standards		Installation Size				
Area	Extra Large	Large	Medium	Small	Extra Small	
<b>2.1.1 Multipurpose field</b>	2	2	1	1	N/A	
<b>2.1.2 Baseball/Softball field</b>	4	4	2	2	N/A	
<b>2.1.3 Multipurpose Court</b>	5,000 s.f.	5,000 s.f.	5,000 s.f.	5,000 s.f.	5,000 s.f.	
<b>2.1.4 Playground</b>	12,000 s.f.	9,000 s.f.	6,000 s.f.	3,000 s.f.	3,000 s.f.	
<b>2.1.5 Storage shed</b>	600	600	400	400	200	

<sup>1</sup> Use of spaces under the jurisdiction of other programs or tenant commands (e.g., housing, DoD, PW, etc.) is acceptable given that sites are easily accessible from the program and are available to the program at required times.

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**Percent Outdoor Inventory in Compliance With Standards**

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**Score Sheet  
Youth/SAC  
Metric 2.1**

**Step 1**      Circle the number in column A for each standard your program meets.

<b>Standards</b>	<b>A</b>
2.1.1    Multipurpose field w/lighting	2
2.1.2    Baseball/Softball field w/lighting	2
2.1.3    Multipurpose Court	2
2.1.4    Playground	3
2.1.5    Storage shed	1

**Step 2**      Add the circled numbers and enter the total.

**Step 3**      Compute your percent compliance:

$$A \div 10 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4**      Enter your percent compliance in the performance block for metric 1.3.

**Step 5**      Find the corresponding “score” (0-10) and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
FACILITIES**

**METRIC 2.2**

**Percent of Indoor Inventory in Compliance With Standards**

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**PURPOSE  
OF THIS  
METRIC**

To measure the degree to which the total amount (volume) of indoor space for the Youth/SAC program complies with standards established for adequate space.

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**REFERENCES/  
SOURCES**

- NAVFAC P-80, Facility Planning Criteria
  - DoD Instruction 6060.3, School Age Care (SAC) Program
  - DoD Instruction 6060.cc, Draft Youth Instruction
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**NOTES**

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**Percent of Indoor Inventory in Compliance With Standards**

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**Standards**

**2.2.1** Youth/SAC programs shall have the total indoor area shown in the chart below. The chart lists the required minimum square footage for all spaces occupied by the program based upon the participation levels (i.e. program size). This is PER SITE. SAC registration numbers should be used to determine program size. DO NOT include teen and open recreation numbers as they have already been taken into consideration

<b>SAC Registration</b>					
	<b>120+</b>	<b>90-119</b>	<b>60-89</b>	<b>30-59</b>	<b>&lt;30</b>
<b>Total Square Footage</b>	<b>19,110</b>	<b>18,060</b>	<b>11,330</b>	<b>6,180</b>	<b>3,680</b>

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**Percent of Indoor Inventory in Compliance With Standards**

**Score Sheet  
Youth/SAC  
Metric 2.2**

**Step 1** Find the column in the score sheet that applies to your program based on the number of SAC Youth who are enrolled.

	SAC Registration					A	B
	120+	90-119	60-89	30-59	<30	% Compliance	Score
<b>Total Square Footage</b>	>19,110	>18,060	>11,330	>6,180	>3,680	<b>100</b>	<b>10</b>
	17,199-19,110	16,254-18,060	10197-11,330	5,562-6,180	3312-3680	<b>90</b>	<b>9</b>
	15,288-17,198	14,448-16,253	9064-10,196	4,944-5561	2944-3311	<b>80</b>	<b>8</b>
	13,337-15,287	12,642-14,447	7931-9063	4326-4943	2576-2943	<b>70</b>	<b>7</b>
	11,466-13,336	10,836-12,641	6798-7930	3708-4325	2280-2575	<b>60</b>	<b>6</b>
	9555-11,465	9030-10835	5665-6798	3090-3707	1840-2279	<b>50</b>	<b>5</b>
	7644-9,554	7224-9029	4532-5664	2472-3089	1472-1839	<b>40</b>	<b>4</b>
	5733-7643	5418-7223	3399-4531	1854-2471	1104-1471	<b>30</b>	<b>3</b>
	3822-5732	3612-5317	2266-3398	1236-1853	736-1103	<b>20</b>	<b>2</b>
	1911-3821	1806-3611	1133-2265	618-1235	368-735	<b>10</b>	<b>1</b>
	<1911	<1806	<1133	<618	<368	<b>0</b>	<b>0</b>

**NOTE:** A gymnasium (or access to a gymnasium) is required for programs that have 60 or more SAC registrants. If an adequately sized gymnasium is located within easy walking distance and is available to the program during operational hours, subtract 6,700 s.f. from the Youth Facility total square footage for programs of 90 or more registrants and subtract 3,500 s.f. for programs of 60 to 89 registrants.

**Navy Youth and School Age Care  
Program Standards and Metrics**

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- Step 2** In the column that shows your total SAC registration, find the total square footage of your facility.
- Step 3** Read scores straight across from square footage number. Place the appropriate % compliance from column (A) in the “performance” block for metric 2.2.
- Step 4** Place the score from column B in the “score” block for metric 2.2.

---

**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
FACILITIES**

**METRIC 2.3**

**Percent of Outdoor Areas in Compliance With Standards**

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for Youth/SAC outdoor areas.

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**REFERENCES/  
SOURCES**

- NAVFAC P-80, Facility Planning Criteria
- DoD Instruction 6060.3, School Age Care (SAC) Program

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**NOTES**

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The following quality standards apply to all Youth/SAC program outdoor areas

**Multipurpose fields**

- 2.3.1** Field is natural turf or synthetic surface.
- 2.3.2** An adequate sprinkler system is installed for natural turf fields.
- 2.3.3** Playing fields are level and do not have standing water during rain periods.
- 2.3.4** Field lighting level is at least 50 foot-candles for playing area.
- 2.3.5** Playing fields have covered shade area for extended periods of outdoor play where heat exhaustion is a factor.
- 2.3.6** Natural turf playing fields have adequate grass coverage to help prevent injuries from falls.
- 2.3.7** A support building with rest rooms and field maintenance storage is located near the fields.
- 2.3.8** Water and electrical outlets are located near the field.

**Baseball Fields**

- 2.3.9** Field is natural turf or synthetic surface. Infields are dirt or grass surface. Running paths are dirt surface.
- 2.3.10** An adequate sprinkler system is installed for natural turf fields.

- 2.3.11** A support building with rest rooms and field maintenance storage is located near the fields.
- 2.3.12** Water and electrical outlets are located near the field.
- 2.3.13** Field lighting level is at least 50 foot-candles for infield and 30 foot-candles for outfield.
- 2.3.14** Playing fields have covered shade area for extended periods of outdoor play where heat exhaustion is a factor.
- 2.3.15** Playing fields have adequate grass coverage to help prevent injuries from falls.
- 2.3.16** Fencing is far enough back from field area to prevent injury.

**Multipurpose Courts**

- 2.3.17** Multi-purpose court surface is level and does not have standing water after rains.
- 2.3.18** Courts are surfaced with non-skid durable paint or other synthetic product to prevent risk of falls or injuries due to slipping.
- 2.3.19** Lighting is adequate if multi-purpose court is used for night activities.
- 2.3.20** Fencing is far enough back from court area to prevent injuries.

## Playgrounds

- 2.3.21** Playground equipment and fall zones comply with the U.S. Product Safety Commission (USCPSC) guidelines and American Society for Testing and Materials (ASTM) standards.
- 2.3.22** Playground and outdoor play equipment is age appropriate.
- 2.3.23** Play equipment and other outdoor equipment used by the program is clean, in good repair and free from rough edges, sharp corners, pinch and crush points, splinters and exposed bolts.

## General

- 2.3.24** Outdoor areas are regularly maintained (e.g., fields mowed, grass watered, bolts tightened, mechanisms lubricated, etc.).
- 2.3.25** Playing fields are free of rocks, glass and other potential hazards that may cause injury.

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**Percent of Outdoor Areas in Compliance With Standards**

**Score Sheet  
Youth/SAC  
Metric 2.3**

**Step 1**      Circle the number in column A for each standard your program meets.

<b>Standards</b>	<b>A</b>
<b>Multipurpose Fields</b>	
2.3.1    Field is natural turf or synthetic surface.	1
2.3.2    An adequate sprinkler system is installed for natural turf fields.	1
2.3.3    Playing fields are level and do not have standing water during rain periods.	1
2.3.4    Field lighting level is at least 50 foot-candles for playing area.	1
2.3.5    Playing fields have covered shade area for extended periods of outdoor play where heat exhaustion is a factor.	1
2.3.6    Natural turf playing fields have adequate grass coverage to help prevent injuries from falls.	1
2.3.7    A support building with rest rooms and field maintenance storage is located near the fields.	1
2.3.8    Water and electrical outlets are located near the field.	1
<b>Baseball/Softball Fields</b>	
2.3.9    Field is natural turf or synthetic surface. Infields are dirt or grass surface. Running paths are dirt surface.	1
2.3.10    An adequate sprinkler system is installed for natural turf fields.	1
2.3.11    A support building with rest rooms and field maintenance storage is located near the fields.	1
2.3.12    Water and electrical outlets are located near the field	1
2.3.13    Field lighting level is at least 50 foot-candles for infield and 30 foot- candles for outfield.	1
2.3.14    Playing fields have covered shade area for extended periods of outdoor play where heat exhaustion is a factor.	1
2.3.15    Playing fields have adequate grass coverage to help prevent injuries from falls.	1
2.3.16    Fencing is far enough back from field area to prevent injury.	1

**Navy Youth and School Age Care  
Program Standards and Metrics**

<b>Multipurpose Courts</b>		
2.3.17	Multi-purpose court surface is level and does not have standing water after rains.	1
2.3.18	Courts are surfaced with non-skid durable paint or other synthetic product to prevent risk of falls or injuries due to slipping.	1
2.3.19	Lighting is adequate if multi-purpose court is used for night activities.	1
2.3.20	Fencing is far enough back from court area to prevent injuries.	1
<b>Playgrounds</b>		
2.3.21	Playground equipment and fall zones comply with the U.S. Product Safety Commission (USCPSC) guidelines and American Society for Testing and Materials (ASTM) standards.	1
2.3.22	Playground and outdoor play equipment is age appropriate.	1
2.3.23	Play equipment and other outdoor equipment used by the program is clean, in good repair and free from rough edges, sharp corners, pinch and crush points, splinters and exposed bolts.	1
<b>General</b>		
2.3.24	Outdoor areas are regularly maintained (e.g., fields mowed, grass watered, bolts tightened, mechanisms lubricated, etc.).	1
2.3.25	Playing fields are free of rocks, glass and other potential hazards that may cause injury.	1
<b>Step 2</b> Add the circled numbers and enter the total.		<input type="text"/>

**Step 3** Compute your percent compliance:

$$A \div 25 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 2.3.

**Step 5** Find the corresponding “score” (0-10) and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
FACILITIES**

**METRIC 2.4**

**Percent of Indoor Areas in Compliance With Standards**

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for Youth/SAC indoor areas.

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**REFERENCES/  
SOURCES**

- NAVFAC P-80, Facility Planning Criteria
- DoD Instruction 6060.3, School Age Care (SAC) Program
- DoD Instruction 6060.cc, Draft Youth Instruction

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**NOTES**

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**Percent of Indoor Areas in Compliance With Standards**

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DoD Instructions require a minimum number of square feet per child for the different types of activities listed below:

<b>Standard</b>	<b>Activity Area</b>	<b>Square Feet per Child</b>
2.4.1	Arts and Crafts Area	35
2.4.2	Drama and Music Area	20-25
2.4.3	Game Area	30-35
2.4.4	Gymnasiums and/or Large Motor Area.	100-125
2.4.5	Libraries and Computer Areas	20-25
2.4.6	Teen Area	35-40
2.4.7	Meeting Rooms	15
2.4.8	Multipurpose Areas Used for Eating	15
2.4.9	Each Self-contained SAC Activity Room	35

**The following quality standards apply to all Youth/SAC indoor areas.**

- 2.4.10** Rooms used for school-age programs meet the National Fire Protection Association (NFPA) Life Safety Code 101. The local fire inspector determines other space requirements.
- 2.4.11** Vision panels provide adequate visual access to all classroom areas, teen room, janitors closet and gymnasium.
- 2.4.12** Teen Lounge has restroom access that does not cause intermingling with younger children in SAC program.
- 2.4.13** Staff/Adult restroom is located near entrance area and remains locked (access only by key).

**Navy Youth and School Age Care  
Program Standards and Metrics**

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- 2.4.14** Floor finishes in common area, classrooms, and multipurpose rooms are stained concrete or VCT.
- 2.4.15** Teen room, Computer Room and Office areas are carpeted.
- 2.4.16** Colors used in wall paints are vibrant in use of color and design (i.e., not institutional).
- 2.4.17** Heavy-duty vinyl or similar product is used to cover wall from chair height to floor in areas where participants have access.
- 2.4.18** Lighting is adequate to meet the specific programming for a particular area.
- 2.4.19** Teen Room has exterior entrance, separate from the main entrance for access after normal SAC hours.
- 2.4.20** Design of facility ensures maximum visibility to participant areas from the Control Center.
- 2.4.21** Snack Bar/Kitchen area, Office area, Control Center, and SAC classrooms each have lockable cabinets.

**Gymnasium Standards**

- 2.4.22** Gymnasium is either a part of the Youth/SAC facility or within easy walking distance and available during program operating hours.
- 2.4.23** The court surface is either hardwood with a sleeper sub-surface system or a resilient synthetic.

**Percent of Indoor Areas in Compliance With Standards**

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- 2.4.24**      Basketball backboards are made of any rigid, resilient material, preferably shatterproof.
  
- 2.4.25**      Basketball goals are height adjustable.
  
- 2.4.26**      Lighting is at least 75-foot candles at floor level.

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**Percent of Indoor Areas in Compliance With Standards**

**Score Sheet  
Youth/SAC  
Metric 2.4**

**Step 1**      Circle the number in column A for each standard met.

<b>Standard</b>	<b>Square Feet per Child</b>	<b>A</b>
2.4.1      Arts and Crafts Area	35	3
2.4.2      Drama and Music Area	20-25	3
2.4.3      Game Area	30-35	3
2.4.4      Gymnasiums and/or Large Motor Area.	100-125	3
2.4.5      Libraries and Computer Areas	20-25	3
2.4.6      Teen Area	35-40	3
2.4.7      Meeting Rooms	15	2
2.4.8      Multipurpose Areas Used for Eating	15	2
2.4.9      Each Self-contained SAC Activity Room	35	3
2.4.10     Rooms used for school-age programs meet the National Fire Protection Association (NFPA) Life Safety Code 101. The local fire inspector determines other space requirements.		3
2.4.11     Vision panels provide adequate visual access to all classroom areas, teen room, janitors closet and gymnasium.		2
2.4.12     Teen Lounge has restroom access that does not cause intermingling with younger children in SAC program.		2
2.4.13     Staff/Adult restroom is located near entrance area and remains locked (access only by key).		2
2.4.14     Floor finishes in common area, classrooms, and multipurpose rooms are stained concrete or VCT.		1
2.4.15     Teen room, Computer Room and Office areas are carpeted.		2
2.4.16     Colors used in wall paints are vibrant in use of color and design (i.e., not institutional).		2
2.4.17     Heavy duty vinyl or similar product is used to cover wall from chair height to floor in areas where participants have access.		1
2.4.18     Lighting is adequate to meet the specific programming for a particular area.		1
2.4.19     Teen Room has exterior entrance, separate from the main entrance for access after normal SAC hours.		2

**Navy Youth and School Age Care  
Program Standards and Metrics**

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<b>2.4.20</b>	Design of facility ensures maximum visibility to participant areas from the Control Center.	2
<b>2.4.21</b>	Snack Bar/Kitchen area, Office area, Control Center, and SAC classrooms each have lockable cabinets.	1
<b>2.4.22</b>	Gymnasium is either a part of the Youth/SAC facility or within easy walking distance and available during program operating hours.	2
<b>2.4.23</b>	The court surface is either hardwood with a sleeper sub-surface system or a resilient synthetic.	2
<b>2.4.24</b>	Basketball backboards are made of any rigid, resilient material, preferably shatterproof.	2
<b>2.4.25</b>	Basketball goals are height adjustable.	2
<b>2.4.26</b>	Lighting is at least 75-foot candles at floor level.	1
<b>Step 2</b>	Add the numbers you circled and enter the total.	<input style="width: 50px; height: 20px;" type="text"/>

**Step 3** Compute your percent compliance:

$$A \div 55 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 2.4.

**Step 5** Find the corresponding “score” (0-10) and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
PROGRAMMING**

**METRIC 3.1**

**Percent of School Age Care (SAC) Standards Met**

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for School Age Care (SAC) programs.

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**REFERENCES/  
SOURCES**

- Boys and Girls Clubs of America Standards of Organizational Effectiveness
- DoD Instruction 6060.3, School Age Care (SAC) Program
- BUPERSINST 1710.21 Navy Youth Recreation Program

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**NOTES**

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**3.1 PROGRAMMING: Percent SAC Standards Met  
(K-6<sup>th</sup> Grade)**

<b>Standards</b>	<b>Non Compliant (0)</b>	<b>Deficient (1)</b>	<b>Operational (2)</b>	<b>Full Compliance (3)</b>
<b>3.1.1</b> Programs are offered in <b>Education and Career Development</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place	There is little, if any, emphasis in this area of programming	There is evidence of some programming in this area but use is sporadic and inconsistent.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program actively uses programs and has a written strategy for effectively promoting, monitoring and evaluating them.
<b>3.1.2</b> Programs are offered in <b>Health and Life Skills</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming in this area but use is sporadic and inconsistent.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program actively uses programs and has a written strategy for effectively promoting, monitoring and evaluating them.
<b>3.1.3</b> Programs are offered in <b>The Arts</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming in this area but use is sporadic and inconsistent.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program actively uses programs and has a written strategy for effectively promoting, monitoring and evaluating them.
<b>3.1.4</b> Programs are offered in <b>Sports, Fitness and Recreation</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming in this area but use is sporadic and inconsistent.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program actively uses programs and has a written strategy for effectively promoting, monitoring and evaluating them.

**3.1 PROGRAMMING: Percent SAC Standards Met  
(K-6<sup>th</sup> Grade) (cont.)**

(04/03)

3.1.4

PA Stnd 3.1

<b>Standards</b>	<b>Non Compliant (0)</b>	<b>Deficient (1)</b>	<b>Operational (2)</b>	<b>Full Compliance (3)</b>
<b>3.1.5</b> Program Calendars	Program does not currently maintain an activity calendar	Program calendars are used in the program but are not consistent with program content and/or are not available to parents	Program calendars are used in the program and consistent with program content	Program calendars are used in the program, consistent with content and are actively used to promote and enhance the program's image
<b>3.1.6</b> Consumable Materials and Supplies	Materials and supplies are inadequate to meet the requirements of the activities offered	Materials and supplies are adequate to meet the minimum requirements of the activities offered	Materials and supplies are adequate to meet program requirements and allow staff the flexibility to offer a wide range of activities.	Materials and supplies exceed all program requirements and allow and encourage staff to explore new types and creative variations of activities
<b>3.1.7</b> Public Relations	There are no plans to reach and serve additional youth (i.e., non-users) and no apparent interest in doing so	The organization has plans to reach and serve additional youth (i.e., non-users), if obvious opportunities are presented	The organization has plans to reach and serve additional youth (i.e., non-users)	The organization has formal plans and specific objectives underway to reach and serve additional youth (i.e., non-users)
<b>3.1.8</b> Facility Capacity	The average daily attendance is less than 36% of facility Capacity	The average daily attendance is between 36 and 59% of capacity	The average daily attendance is between 60 and 74% of capacity	The average daily attendance is over 75% of facility capacity
<b>3.1.9</b> Volunteers	Volunteers are not utilized in the program.	Volunteers are utilized in the program on an infrequent basis. No formal system is in place to actively recruit or accommodate volunteers.	Volunteers are encouraged and actively utilized in the program on a regular basis. A formal system is in place to actively recruit and accommodate volunteers.	A written plan is in place to actively promote, maintain, and reward volunteers within the program. Program is equipped to accommodate both adult and <b>TEEN</b> volunteers.
<b>3.1.10</b> Interest Areas	There is no apparent division of interest areas within the room for specific type activities and interests (e.g., dramatic play, arts & crafts, active play, quiet activities, etc.)	Designated interest areas do exist for specialized activities but are not adequate to fully meet the needs of all participants and activity types (e.g., dramatic play, arts & crafts, active play, quiet activities, etc.)	Designated interest area is adequate to meet a varied level of interests in differing activity types (e.g., dramatic play, arts & crafts, active play, quiet activities, etc.)	Effective use of space is in place, interest areas are clearly identifiable and are constantly updated in terms of content based on input and feedback from program participants
<b>3.1.11</b> Group sizes	The program tends to be limited to large group activities with very little focus on small-group, low staff/participant ratios	The program has a mix of large group and small group activities whenever able to (e.g., staffing is available)	The program specifically schedules a mix of small and large-group activities to offer a balanced program format	The program specifically schedules a well-rounded blend of small-group and large-group activities. Children have the opportunity for a wide-range of interaction amongst their peers.
<b>3.1.12</b> Age-appropriateness	Program has not identified developmental categories for age division and makes no attempt to program activities to particular age groupings.	Program makes some attempt to program activities for various age groups but has no formal plan or means of identifying appropriate activities for each.	Program has means of identifying and dividing children into age groups.	Program has identified developmentally appropriate activities for all age-groups and offers a well-rounded daily schedule of activities which reflect this.

**Score Sheet  
Youth/SAC  
Metric 3.1**

**Step 1** Circle the number in column A, which represents your level of compliance with each standard.

Standards	A
<b>3.1.1 Education and Career Development</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.2 Health and Life Skills</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.3 The Arts</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.4 Sports, Fitness and Recreation</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.5 Program Calendars</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3

**Navy Youth and School Age Care  
Program Standards and Metrics**

<b>3.1.6 Consumable Materials and Supplies</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.7 Public Relations</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.8 Facility Capacity</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.9 Volunteers</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.10 Interest Areas</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.11 Group Sizes</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.1.12 Age-Appropriateness</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3

**Step 2** Add the numbers you circled and enter the total.

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**Step 3** Compute your level of compliance:

$$A \div 36 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 3.1.

**Step 5** Find the corresponding “score” and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
PROGRAMMING**

**METRIC 3.2**

**Percent of Youth Activities Standards Met**

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for non-School Age Care programs.

**REFERENCES/  
SOURCES**

- Boys and Girls Clubs of America Standards of Organizational Effectiveness
- BUPERSINST 1710.21 Navy Youth Recreation Program

**NOTES**

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### 3.2 PROGRAMMING: Percent Youth Activities Standards Met (K-6<sup>th</sup> Grade)

Standards	Non Compliant (0)	Deficient (1)	Operational (2)	Full Compliance (3)
<p><b>3.2.1</b> Programs are offered in <b>Education and Career Development</b> as defined by Boys &amp; Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place</p>	There is little, if any, emphasis in this area of programming	There is evidence of some programming in this area but use is sporadic and inconsistent.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program actively uses programs and has a written strategy for effectively promoting, monitoring and evaluating them.
<p><b>3.2.2</b> Programs are offered in <b>Health and Life Skills</b> as defined by Boys &amp; Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place</p>	There is little, if any emphasis in this area of programming	There is evidence of some programming in this area but use is sporadic and inconsistent.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program actively uses programs and has a written strategy for effectively promoting, monitoring and evaluating them.
<p><b>3.2.3</b> Programs are offered in <b>The Arts</b> as defined by Boys &amp; Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place</p>	There is little, if any emphasis in this area of programming	There is evidence of some programming in this area but use is sporadic and inconsistent.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program actively uses programs and has a written strategy for effectively promoting, monitoring and evaluating them.
<p><b>3.2.4</b> Programs are offered in <b>Sports, Fitness and Recreation</b> as defined by Boys &amp; Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place</p>	There is little, if any emphasis in this area of programming	There is evidence of some programming in this area but use is sporadic and inconsistent.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program actively uses programs and has a written strategy for effectively promoting, monitoring and evaluating them.

### 3.2 PROGRAMMING: Percent Youth Activities Standards Met ( K-6<sup>th</sup> Grade) (cont.)

Standards	Non Compliant (0)	Deficient (1)	Operational (2)	Full Compliance (3)
<b>3.2.5</b> Program Calendars	Program does not currently maintain a monthly activity calendar	Program calendars are used in the program but are not consistent with program content and/or are not available to parents	Program calendars are used in the program and consistent with program content	Program calendars are used in the program, consistent with content and are actively used to promote and enhance the programs image
<b>3.2.6</b> Consumable Materials and Supplies	Materials and supplies are inadequate to meet the requirements of the activities offered	Materials and supplies are adequate to meet the minimum requirements of the activities offered	Materials and supplies are adequate to meet program requirements and allow staff the flexibility to offer a wide range of activities.	Materials and supplies exceed all program requirements and allow and encourage staff to explore new types and creative variations of activities
<b>3.2.7</b> Public Relations	There are no plans to reach and serve additional youth (i.e., non-users) and no apparent interest in doing so	The organization has plans to reach and serve additional youth (i.e., non-users), if obvious opportunities are presented	The organization has plans to reach and serve additional youth (i.e., non-users)	The organization has formal plans and specific objectives underway to reach and serve additional youth (i.e., non-users)
<b>3.2.8</b> Facility Capacity	The average daily attendance is less than 36% of facility Capacity	The average daily attendance is between 36 and 59% of capacity	The average daily attendance is between 60 and 74% of capacity	The average daily attendance is over 75% of facility capacity
<b>3.2.9</b> Volunteers	Volunteers are not utilized in the program.	Volunteers are utilized in the program on an infrequent basis. No formal system is in place to actively recruit or accommodate volunteers.	Volunteers are encouraged and actively utilized in the program on a regular basis. A formal system is in place to actively recruit and accommodate volunteers.	A written plan is in place to actively promote, maintain, and reward volunteers within the program. Program is equipped to accommodate both adult and <b>TEEN</b> volunteers.
<b>3.2.10</b> Interest Areas	There is no apparent division of interest areas within the room for specific type activities and interests (i.e., dramatic play, arts & crafts, active play, quiet activities, etc.)	Designated areas do exist for specialized activities but are not adequate to fully meet the needs of all participants and activity types (i.e., dramatic play, arts & crafts, active play, quiet activities, etc.)	Designated space is adequate to meet a varied level of interests in differing activity types (i.e., dramatic play, arts & crafts, active play, quiet activities, etc.)	Effective use of space is in place, interest areas are clearly identifiable and are constantly updated in terms of content based on input and feedback from program participants
<b>3.2.11</b> Group sizes	The program tends to be limited to large group activities with very little focus on small-group, low staff/participant ratios	The program has a mix of large group and small group activities whenever able to (e.g., staffing is available)	The program specifically schedules a mix of small and large-group activities to offer a balanced program format	The program specifically schedules a well-rounded blend of small-group and large-group activities. Children have the opportunity for a wide-range of interaction amongst their peers.
<b>3.4.12</b> Trips	The program tends to be limited to in-house only activities	Some trips are offered but are limited due to staff and vehicle availability	Trips are offered on a regular basis dependent upon demand	Trips are offered on a regular basis. Program participants are involved in the planning and scheduling of all trips.

Standards	Non Compliant (0)	Deficient (1)	Operational (2)	Full Compliance (3)
<p><b>3.2.13</b> Age-appropriateness</p>	<p>Program has not identified developmental categories for age division and makes no attempt to program activities to particular age groupings.</p>	<p>Program makes some attempt to program activities for various age groups but has no formal plan or means of identifying appropriate activities for each.</p>	<p>Program has means of identifying and dividing children into age groups.</p>	<p>Program has identified developmentally appropriate activities for all age-groups and offers a well-rounded daily schedule of activities which reflect this.</p>

**3.2.14** Navy children (ages 6-12) have access to a youth sports program that includes the following team sports as a minimum:

- Soccer
- Basketball
- Baseball/T-ball/Softball
- Swimming

**3.2.15** A skill development clinic is conducted prior to each sport.

**Note:** In locations where the number of participants does not allow the establishment of a base league, the program should use training camps, base teams (e.g., one team from the base that competes in the community) or modified formats (e.g., 3 on 3 basketball) to promote participation.

Sports leagues conducted off base are an acceptable substitute for an on-base program if they are within a reasonable commute, are reasonably priced and are not limited by number of participants or skill level.

**Score Sheet  
Youth/SAC  
Metric 3.2**

**Step 1** Circle the number in column A, which represents your level of compliance with each standard.

Standards	A
	Meet Standard
<b>3.2.1 Education and Career Development</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.2.2 Health and Life Skills</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.2.3 The Arts</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.2.4 Sports, Fitness and Recreation</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.2.5 Program Calendars</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3

**Navy Youth and School Age Care  
Program Standards and Metrics**

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<b>3.2.6</b>	<b>Consumable Materials and Supplies</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.2.7</b>	<b>Public Relations</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.2.8</b>	<b>Facility Capacity</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.2.9</b>	<b>Volunteers</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.2.10</b>	<b>Interest Areas</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.2.11</b>	<b>Group Sizes</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.2.12</b>	<b>Trips</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3

**Percent of Youth Activities Standards Met**

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<b>3.2.13</b>	<b>Age-Appropriateness</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.2.14</b>	Youth Sports Program	1
<b>3.2.15</b>	Skill Development Clinics	1
<b>Step 2</b> Add the numbers you circled and enter the total.		<input type="text"/>

**Step 3** Compute your level of compliance:

$$A \div 41 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 3.2.

**Step 5** Find the corresponding “score” and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
PROGRAMMING**

**METRIC 3.3**

**Percent of Pre-Teen Standards Met**

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for Pre-Teen programs.

**REFERENCES/  
SOURCES**

- Boys and Girls Clubs of America Standards of Organizational Effectiveness
- BUPERSINST 1710.21 Navy Youth Recreation Program

**NOTES**

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### 3.3 PROGRAMMING: Percent Pre-Teen Standards Met (Ages 10-12)

Standards	Non Compliant (0)	Deficient (1)	Operational (2)	Full Compliance (3)
<b>3.3.1</b> Programs are offered in <b>Character and Leadership Development</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum documented and in place	There is little, if any, emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.
<b>3.3.2</b> Programs are offered in <b>Education and Career Development</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.
<b>3.3.3</b> Programs are offered in <b>Health and Life Skills</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.
<b>3.3.4</b> Programs are offered in <b>The Arts</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.

### 3.3 PROGRAMMING: Percent Pre-Teen Standards Met (Ages 10-12) (cont.)

Standards	Non Compliant (0)	Deficient (1)	Operational (2)	Full Compliance (3)
<b>3.3.5</b> Program Calendars	Program does not currently maintain an activity calendar	Program calendars are used in the program but are not consistent with program content and/or are not available to parents	Program calendars are used in the program and consistent with program content	Program calendars are used in the program, consistent with content and are actively used to promote and enhance the program's image
<b>3.3.6</b> Programs are offered in <b>Sports, Fitness and Recreation</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.
<b>3.3.7</b> Youth Action Teams	Program currently does not have a system in place by which pre-teens have input into the content of their program	Program has a system in place by which pre-teens have minimal input into the content of their program	Program has a system in place by which pre-teens have input into the content of their program	Program has a system in place by which pre-teens are involved in all aspects of their program (e.g., interior design, budgeting, programming, etc.)
<b>3.3.8</b> Consumable Materials and Supplies	Materials and supplies are inadequate to meet the requirements of the activities offered	Materials and supplies are adequate to meet the minimum requirements of the activities offered	Materials and supplies are adequate to meet program requirements and allow staff the flexibility to offer a wide range of activities.	Materials and supplies exceed all program requirements and allow and encourage staff to explore new types and creative variations of activities
<b>3.3.9</b> Public Relations	There are no plans to reach and serve additional youth (i.e., non-users) and no apparent interest in doing so	The organization has plans to reach and serve additional youth (i.e., non-users), if obvious opportunities are presented	The organization has plans to reach and serve additional youth (i.e., non-users)	The organization has formal plans and specific objectives underway to reach and serve additional youth (i.e., non-users)
<b>3.3.10</b> Facility Capacity	The average daily attendance is less than 36% of facility Capacity	The average daily attendance is between 36 and 59% of capacity	The average daily attendance is between 60 and 74% of capacity	The average daily attendance is over 75% of facility capacity
<b>3.3.11</b> Volunteers	Volunteers are not utilized in the program.	Volunteers are utilized in the program on an infrequent basis. No formal system is in place to actively recruit or accommodate volunteers.	Volunteers are encouraged and actively utilized in the program on a regular basis. A formal system is in place to actively recruit and accommodate volunteers.	A written plan is in place to actively promote, maintain, and reward volunteers within the program. Program is equipped to accommodate both adult and <b>TEEN</b> volunteers.

**3.3 PROGRAMMING: Percent Pre-Teen Standards Met  
(Ages 10-12) (cont.)**

<b>Standards</b>	<b>Non Compliant (0)</b>	<b>Deficient (1)</b>	<b>Operational (2)</b>	<b>Full Compliance (3)</b>
<b>3.3.12</b> Interest Areas	There is no apparent division of interest areas within the facility or room for specific type activities and interests (i.e., television/video game area, lounge area, computer area, music area)	Designated areas do exist for differing activities but are not adequate to fully meet the needs of all participants (i.e., television/video game area, lounge area, computer area, music area)	Designated space is adequate to meet a varied level of interests (i.e., television/video game area, lounge area, computer area, music area)	Effective use of space is in place, interest areas are clearly identifiable and are not in contrast or competition with other areas. Program areas are constantly updated in terms of content based on input and feedback from program participants
<b>3.3.13</b> Trips	The program tends to be limited to in-house only activities	Some trips are offered but are limited due to staff and vehicle availability	Trips are offered on a regular basis dependent upon demand	Trips are offered on a regular basis. Program participants are involved in the planning and scheduling of all trips.
<b>3.3.14</b> Age-appropriateness	Programs offered do not reflect the interests and needs of the participants in the program	Some programs offered reflect the interests and needs of the participants in the program.	Programs offered reflect the interests and needs of the participants in the program.	Programs offered reflect the interests and needs of the participants in the program. Regularly scheduled needs assessments and focus groups are scheduled to ensure accuracy in programming.

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**Score Sheet  
Youth/SAC  
Metric 3.3**

**Step 1** Circle the number in column A, which represents your level of compliance with each standard.

Standards	A
	Meet Standard
<b>3.3.1 Character and Leadership Development</b>	
Non Compliant	0
Deficient	1
Advancing	2
Full Compliance	3
<b>3.3.2 Education and Career Development</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.3.3 Health and Life Skills</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.3.4 The Arts</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.3.5 Program calendars</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3

**Navy Youth and School Age Care  
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<b>3.3.6</b>	<b>Sports, Fitness and Recreation</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.3.7</b>	<b>Youth Action Teams</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.3.8</b>	<b>Consumable Materials and Supplies</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.3.9</b>	<b>Public Relations</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.3.10</b>	<b>Facility Capacity</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.3.11</b>	<b>Volunteers</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.3.12</b>	<b>Interest Areas</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3

<b>3.3.13 Trips</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.3.14 Age-Appropriateness</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3

**Step 2** Add the numbers you circled and enter the total.

--

**Step 3** Compute your level of compliance:

$$A \div 42 \times 100 = \% \text{ Compliance}$$

--

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 3.3.

**Step 5** Find the corresponding “score” and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
PROGRAMMING**

**METRIC 3.4**

**Percent of Teen Standards Met**

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for Teen programs.

**REFERENCES/  
SOURCES**

- Boys and Girls Clubs of America Standards of Organizational Effectiveness
- BUPERSINST 1710.21 Navy Youth Recreation Program

**NOTES**

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### 3.4 PROGRAMMING: Percent Teen Standards Met (Ages 13-18)

Standards	Non Compliant (0)	Deficient (1)	Operational (2)	Full Compliance (3)
<b>3.4.1</b> Programs are offered in <b>Character and Leadership Development</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum documented and in place	There is little, if any, emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.
<b>3.4.2</b> Programs are offered in <b>Education and Career Development</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.
<b>3.4.3</b> Programs are offered in <b>Health and Life Skills</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.
<b>3.4.4</b> Programs are offered in <b>The Arts</b> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.

### 3.4 PROGRAMMING: Percent Teen Standards Met (Ages 13-18) (cont.)

Standards	Non Compliant (0)	Deficient (1)	Operational (2)	Full Compliance (3)
<b>3.3.5</b> Program Calendars	Program does not currently maintain an activity calendar	Program calendars are used in the program but are not consistent with program content and/or are not available to parents	Program calendars are used in the program and consistent with program content	Program calendars are used in the program, consistent with content and are actively used to promote and enhance the program's image
<b>3.4.6</b> Programs are offered in <i>Sports, Fitness and Recreation</i> as defined by Boys & Girls Club of America <b>OR</b> there is a comparable curriculum, documented and in place	There is little, if any emphasis in this area of programming	There is evidence of some programming, with low participation numbers.	Program actively uses provided, nationally recognized programs endorsed through B&GCA	Program has a written strategy for effectively promoting, monitoring and evaluating programs.
<b>3.4.7</b> Youth Action Teams	Program currently does not have a system in place by which teens have input into the content of their program	Program has a system in place by which teens have minimal input into the content of their program	Program has a system in place by which teens have input into the content of their program	Program has a system in place by which teens are involved in all aspects of their program (e.g., interior design, budgeting, programming, etc.)
<b>3.4.8</b> Consumable Materials and Supplies	Materials and supplies are inadequate to meet the requirements of the activities offered	Materials and supplies are adequate to meet the minimum requirements of the activities offered	Materials and supplies are adequate to meet program requirements and allow staff the flexibility to offer a wide range of activities.	Materials and supplies exceed all program requirements and allow and encourage staff to explore new types and creative variations of activities
<b>3.4.9</b> Public Relations	There are no plans to reach and serve additional teens (i.e., non-users) and no apparent interest in doing so	The organization has plans to reach and serve additional teens (i.e., non-users), if obvious opportunities are presented	The organization has plans to reach and serve additional teens (i.e., non-users)	The organization has formal plans and specific objectives underway to reach and serve additional teens (i.e., non-users)
<b>3.4.10</b> Facility Capacity	The average daily attendance is less than 36% of facility Capacity	The average daily attendance is between 36 and 59% of capacity	The average daily attendance is between 60 and 74% of capacity	The average daily attendance is over 75% of facility capacity
<b>3.4.11</b> Volunteers	Volunteers are not utilized in the program.	Volunteers are utilized in the program on an infrequent basis. No formal system is in place to actively recruit or accommodate volunteers.	Volunteers are encouraged and actively utilized in the program on a regular basis. A formal system is in place to actively recruit and accommodate volunteers.	A written plan is in place to actively promote, maintain, and reward volunteers within the program. Program is equipped to accommodate both adult and <b>TEEN</b> volunteers.

**3.4 PROGRAMMING: Percent Teen Standards Met  
(Ages 13-18) (cont.)**

<b>Standards</b>	<b>Non Compliant (0)</b>	<b>Deficient (1)</b>	<b>Operational (2)</b>	<b>Full Compliance (3)</b>
<b>3.4.12</b> Interest Areas	There is no apparent division of interest areas within the facility or room for specific type activities and interests (i.e., television/video game area, lounge area, computer area, music area)	Designated areas do exist for specialized activities but are not adequate to fully meet the needs of all participants (i.e., television/video game area, lounge area, computer area, music area)	Designated space is adequate to meet a varied level of interests (i.e., television/video game area, lounge area, computer area, music area)	Effective use of space is in place, interest areas are clearly identifiable and are not in contrast or competition with other areas. Program areas are constantly updated in terms of content based on input and feedback from program participants
<b>3.4.13</b> Trips	The program tends to be limited to in-house only activities	Some trips are offered but are limited due to staff and vehicle availability	Trips are offered on a regular basis dependent upon demand	Trips are offered on a regular basis. Program participants are involved in the planning and scheduling of all trips.
<b>3.4.14</b> Age-appropriateness	Programs offered do not reflect the interests and needs of the participants in the program	Some programs offered reflect the interests and needs of the participants in the program.	Programs offered reflect the interests and needs of the participants in the program.	Programs offered reflect the interests and needs of the participants in the program. Regularly scheduled needs assessments and focus groups are scheduled to ensure accuracy in programming.

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**Score Sheet  
Youth/SAC  
Metric 3.4**

**Step 1** Circle the number in column A, which represents your level of compliance with each standard.

Standards	A
	Meet Standard
<b>3.4.1 Character and Leadership Development</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.4.2 Education and Career Development</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.4.3 Health and Life Skills</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.4.4 The Arts</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3
<b>3.4.5 Program Calendars</b>	
Non Compliant	0
Deficient	1
Operational	2
Full Compliance	3

**Navy Youth and School Age Care  
Program Standards and Metrics**

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<b>3.4.6</b>	<b>Sports Fitness and Recreation</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.4.7</b>	<b>Youth Action Teams</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.4.8</b>	<b>Consumable Materials and Supplies</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.4.9</b>	<b>Public Relations</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.4.10</b>	<b>Facility Capacity</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.4.11</b>	<b>Volunteers</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.4.12</b>	<b>Interest Areas</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3

<b>3.4.13</b>	<b>Trips</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3
<b>3.4.14</b>	<b>Age-Appropriateness</b>	
	Non Compliant	0
	Deficient	1
	Operational	2
	Full Compliance	3

**Step 2**      Add the numbers you circled and enter the total .

--

**Step 3**      Compute your level of compliance:

$$A \div 42 \times 100 = \% \text{ Compliance}$$

--

Your % Compliance

**Step 4**      Enter your percent compliance in the performance block for metric 3.4.

**Step 5**      Find the corresponding “score” and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
EQUIPMENT**

**METRIC 4.1**

**Percent of Equipment in Compliance With Standards**

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for the quality and quantity of equipment in Youth/SAC programs.

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**REFERENCES/  
SOURCES**

- DoD Instruction 6060.3, School Age Care (SAC) Program
- NPC FY02 School Age Care Inspection Criteria

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**NOTES**

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**Percent of Equipment in Compliance With Standards**

Youth/SAC programs shall have the following core equipment in the quantities shown in the tables.

SAC Program (K-6)	Youth Enrolled				
	120+	90-119	60-89	30-59	<30
4.1.1 Computers (Per site)	10	8	5	3	2
4.1.2 Printers	4	3	2	1	1
4.1.3 Game Tables (pool, foosball, ping-pong, air hockey, or comparable)	2	2	1	1	1
4.1.4 Vans/buses are routinely available to support program requirements/needs.	Vans may be available through PW or MWR motorpool, however, they must be available to meet transportation requirements.				

Youth Activities	Youth Enrolled				
	>80	60-79	40-59	20-39	<20
4.1.5 Computers (may be shared with SAC program)	8	6	4	2	1
4.1.6 Printers (may be shared with SAC program)	4	3	2	1	1
4.1.7 Television (for video games)	3	2	2	1	1
4.1.8 Television (Large Screen)	1	1	1	1	N/A
4.1.9 Video Game Equipment (Sega, Nintendo 64, Playstation, etc.)	3	2	2	1	1
4.1.10 Pool Table or similar type furniture (e.g. air hockey, foosball, etc.)	2	2	1	1	1
4.1.11 Vans/buses are routinely available to support program requirements/needs.	Vans may be available through PW or MWR motorpool, however, they must be available to meet transportation requirements. May include vans used in support of SAC program				
4.1.12 Stereo/Speaker system (w/CD capability)	1	1	1	1	1

**Navy Youth and School Age Care  
Program Standards and Metrics**

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- Note:** In order to be counted as part of complying with these quantity standards, the equipment must be at the following level of quality.
- All computers are operational
  - 100% of computers have internet access
  - Computers have current and up-to-date software
  - Game tables are in good working condition
  - 15 Passenger meet NHSTA requirements
  - Vans have regular maintenance cycles
  - Televisions and VCR's are in good working condition
  - Video games and systems are in good working condition and current
  - Stereo system is operational and in good working condition

**Percent of Equipment in Compliance With Standards**

**Score Sheet  
Youth/SAC  
Metric 4.1**

**Step 1**      Circle the number in column A for each standard your program meets.

Standards	A
	Meet Standard
<b>SAC Program</b>	
4.1.1    Computers (Per site)	1
4.1.2    Printers	1
4.1.3    Game Tables	1
4.1.4    Vans/buses	1
<b>Youth Activities</b>	
4.1.5    Computers	1
4.1.6    Printers	1
4.1.7    Television (for video games)	1
4.1.8    Television (Large Screen)	1
4.1.9    Video Game Equipment	1
4.1.10   Pool Table or similar type furniture	1
4.1.11   Vans/buses	1
4.1.12   Stereo/Speaker system (w/CD capability)	1

**Step 2**      Add the circled numbers and enter the total.

**Step 3**      Compute your percent compliance:

$$A \div 12 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4**      Enter your percent compliance in the performance block for metric 4.1.

**Step 5**      Find the corresponding “score” (0-10) and enter it in the score block for this metric.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
EQUIPMENT**

**METRIC 4.2**

**Percent of Equipment Replaced Due to Lifecycle Requirements**

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**PURPOSE  
OF THIS  
METRIC**

To determine if enough equipment is replaced annually to maintain currency and operability.

**REFERENCES/  
SOURCES**

- MWR IPT Program Support Group recommended business practice

**NOTES**

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## Percent of Equipment Replaced Due to Lifecycle Requirements

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### Standards

- 4.2.1** Budget for the replacement of collateral equipment equals at least 20% of the value of the program's collateral equipment inventory.

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
EQUIPMENT**

**APF SCORE SHEET FOR  
EQUIPMENT AND SUPPLIES**

---

**PURPOSE  
OF THIS  
SCORE SHEET**

To determine the amount of APF funding needed for equipment and supplies.

---

**REFERENCES/  
SOURCES**

- NAVSO P-1000, NAVCOMPT Manual
  - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
  - DoDINST 1015.10, Programs For Military Morale, Welfare, And Recreation (MWR)
- 

**NOTES**

The amount of APFs needed by the program must be computed locally because the method used involves the determination of on-hand inventories. The totals submitted will be aggregated by program, region, claimancy and Navy wide to determine the amount of APFs required for equipment and supplies to operate a Youth/SAC program at the SL 1 level.

As a rule of thumb, 25% of the value of all NAF and APF property (both minor property and fixed assets) should be expended annually for routine repairs and replacements and to adequately provide for routine program supplies and other operating expenses.

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**APF Score Sheet for Equipment and Supplies**

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Compute your total APF support authorization for equipment and supplies as follows:

- A. Amount required to purchase any additional equipment your program needs to comply with the equipment standards in 4.1. \_\_\_\_\_
  
- B. 25% of the value of your current minor and fixed asset property inventory. (See 4.2.) \_\_\_\_\_
  
- C. Total. \_\_\_\_\_

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
ADMINISTRATION**

**METRIC 5.1**

**Percent Administrative Requirements Met**

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with other administrative requirements.

**REFERENCES/  
SOURCES**

- NPC FY 02 SAC Inspection Criteria
- DoD Instruction 6060.3, School Age Care (SAC) Program

**NOTES**

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## Standards

- 5.1.1** Standard Operating Procedures (SOPs) are current, have been approved and include eligibility, hours of operation, fees, operating procedures, emergency procedures, rules and regulations, maintenance schedules, school locations/schedules, and child abuse reporting requirements.
- 5.1.2** Resource and referral services are available to refer eligible patrons to programs in the civilian community when appropriate. Local telephone numbers are posted and available for distribution.
- 5.1.3** Parent handbooks or brochures are current and, at a minimum, include fees, registration procedures, eligibility priorities, hours of operation, program policies and regulations, child abuse protection procedures, emergency procedures, medication policy, and goals and objectives for the program.
- 5.1.4** Command's "Home Alone" or "Self-Care" policy is included in the parent handbook and SOPs.
- 5.1.5** Policies and procedures are in place for routine self-release of children. Only those children with a signed self-release permission slip are allowed to leave the program alone. *This should support the base "Home-Along Policy" and is recommended only for youth 10 years and over.*
- 5.1.6** The command has designated a multi-disciplinary team (usually coordinated with the child development program) that includes a representative with expertise in SAC programs, parent, fire, safety, health, and an installation command representative to inspect the SAC program annually.
- 5.1.7** All inspection reports are forwarded to the responsible commander and discrepancies are corrected.

**Navy Youth and School Age Care  
Program Standards and Metrics**

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- 5.1.8** A signed copy of the Family Care Plan is kept on file for School Age Care children enrolled on a regular basis whose active duty parents are either single parents or dual military. (OPNAVINST 1704.4)
  
- 5.1.9** SAC fees are established according to the DoD fee ranges or appropriate waivers are approved annually.
  
- 5.1.10** Documented evidence is available that supports SAC program hours of operation and services meet the needs of the children and parents.
  
- 5.1.11** DoD certification is current and a copy of the most recent certificate is posted in the main facility.
  
- 5.1.12** Waiting lists are maintained if program is over capacity.
  
- 5.1.13** Visitors are required to sign in and out and wear a visitor badge at all times.
  
- 5.1.14** Customer service survey is conducted at least once annually with issues addressed forwarded to upper management for review.
  
- 5.1.15** Each child has a file, which includes current registration, permission slips, self-release form, medical information, Family Care Plan, signed parent fee agreement, incident and accident reports and other pertinent information.
  
- 5.1.16** Safety inspection results and corrective actions are documented and on file.
  
- 5.1.17** Interior inspections of the facility, equipment, and furnishings are conducted daily and documentation is maintained.

- 5.1.18** All facilities used for the school-age care program are inspected and operate in such a way as to protect the children, staff, and parents from fires and other dangers.
- 5.1.19** Annual fire inspection reports are maintained in the SAC facility, with documentation of corrective action taken on any deficiencies identified by the base fire department or their designee.
- 5.1.20** Base safety office has conducted an annual inspection of the facility and determined there are no toxic fumes, radon, or substances such as lead paint or asbestos in the facility. Safety reports are maintained in SAC facility.
- 5.1.21** Outdoor play areas/equipment are inspected daily. Inspection documentation is maintained.
- 5.1.22** Fire drills are conducted monthly.
- 5.1.23** Preventative Medicine inspections are conducted monthly where food is being prepared (quarterly without).

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**Score Sheet  
Youth/SAC  
Metric 5.1**

**Step 1**      Circle the number in column A for each standard your program meets.

Standards	A
	Meet Standard
<b>5.1.1</b> Standard Operating Procedures (SOPs) are current, have been approved and include eligibility, hours of operation, fees, operating procedures, emergency procedures, rules and regulations, maintenance schedules, school locations/schedules, and child abuse reporting requirements.	1
<b>5.1.2</b> Resource and referral services are available to refer eligible patrons to programs in the civilian community when appropriate. Local telephone numbers are posted and available for distribution.	1
<b>5.1.3</b> Parent handbooks or brochures are current and, at a minimum, include fees, registration procedures, eligibility priorities, hours of operation, program policies and regulations, child abuse protection procedures, emergency procedures, medication policy, and goals and objectives for the program.	1
<b>5.1.4</b> Command's "Home Alone" or "Self-Care" policy is included in the parent handbook and SOPs.	1
<b>5.1.5</b> Policies and procedures are in place for routine self-release of children. Only those children with a signed self-release permission slip are allowed to leave the program alone. <i>This should support the base "Home-Along Policy" and is recommended only for youth 10 years and over.</i>	1
<b>5.1.6</b> The command has designated a multi-disciplinary team (usually coordinated with the child development program) that includes a representative with expertise in SAC programs, parent, fire, safety, health, and an installation command representative to inspect the SAC program annually.	1
<b>5.1.7</b> All inspection reports are forwarded to the responsible commander and discrepancies are corrected.	1
<b>5.1.8</b> A signed copy of the Family Care Plan is kept on file for School Age Care children enrolled on a regular basis whose active duty parents are either single parents or dual military. (OPNAVINST 1704.4)	1
<b>5.1.9</b> SAC fees are established according to the DoD fee ranges or appropriate waivers are approved annually.	1
<b>5.1.10</b> Documented evidence is available that supports SAC program hours of operation and services meet the needs of the children and parents.	1
<b>5.1.11</b> DoD certification is current and a copy of the most recent certificate is posted in the main facility.	1

**Navy Youth and School Age Care  
Program Standards and Metrics**

<b>5.1.12</b>	Waiting lists are maintained if program is over capacity.	1
<b>5.1.13</b>	Visitors are required to sign in and out and wear a visitor badge at all times.	1
<b>5.1.14</b>	Customer service survey is conducted at least once annually with issues addressed forwarded to upper management for review.	1
<b>5.1.15</b>	Each child has a file, which includes current registration, permission slips, self-release form, medical information, Family Care Plan, signed parent fee agreement, incident and accident reports and other pertinent information.	1
<b>5.1.16</b>	Safety inspection results and corrective actions are documented and on file.	1
<b>5.1.17</b>	Interior inspections of the facility, equipment, and furnishings are conducted daily and documentation is maintained.	1
<b>5.1.18</b>	All facilities used for the school-age care program are inspected and operate in such a way as to protect the children, staff, and parents from fires and other dangers.	1
<b>5.1.19</b>	Annual fire inspection reports are maintained in the SAC facility, with documentation of corrective action taken on any deficiencies identified by the base fire department or their designee.	1
<b>5.1.20</b>	Base safety office has conducted an annual inspection of the facility and determined there are no toxic fumes, radon, or substances such as lead paint or asbestos in the facility. Safety reports are maintained in SAC facility.	1
<b>5.1.21</b>	Outdoor play areas/equipment are inspected daily. Inspection documentation is maintained.	1
<b>5.1.22</b>	Fire drills are conducted monthly.	1
<b>5.1.23</b>	Preventative Medicine inspections are conducted monthly where food is being prepared (quarterly without).	1

**Step 2** Add the circled numbers and enter the total.

**Step 3** Compute your percent compliance:

$$A \div 23 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 5.1.

**Step 5** Find the corresponding “score” (0-10) and enter it in the score block for this metric.

---

**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
SECTION II**

**CUSTOMER SATISFACTION**

**Survey Instructions**

---

**PURPOSE  
OF THIS  
SECTION**

To describe how to calculate your Customer Satisfaction score.

---

**BACKGROUND**

In addition to assessing the five standards, you need to determine how satisfied your customers are with your programs and services. The following will provide you information on how to derive a customer satisfaction score for your program.

---

**INSTRUMENT**

The survey instrument (see page II - 7) that will be used in this process was developed by a group of researchers and it has been used extensively by the Parks and Recreation profession for over ten years. Further, this instrument has proven to be a reliable and valid measure of service quality. It measures service quality, which represents past transactions or experiences with services, events or activities. Delivering quality service means meeting customer expectations on a consistent basis.

---

**PROCEDURES**

To calculate your customer satisfaction score follow the steps mentioned below. This process is very similar to Duty 1.0 - Assess Needs in the MWR Managers Desk Reference. For further information, please refer to the checklist provided in Task 1.1 of the MWR Manager Desk Reference. A checklist is also provided for your use on page II - 5.

**PROCEDURES  
 (cont.)**

**Step 1.** Determine method of collecting data. Data can be collected using pen and paper surveys, or through the use of some data collection software. You determine the most efficient way to collect your data. We will assume you will be using a traditional pen and paper method.

**Step 2.** Download survey instrument from website and customize for your use by inserting your program name.

**Step 3.** Determine the number of surveys to be collected. Only those users of your programs and services should participate in this process. Some of your users may complete more than one program survey if they are participating in a variety of MWR activities. Try to collect data from a representative cross-section of users to include active duty, spouses, dependents, civilians and retirees.

The following should be used as a guide to determine how many surveys should be completed.

<b>AVERAGE NUMBER OF PARTICIPANTS PER MONTH</b>	<b>YOU NEED TO GATHER DATA FROM AT LEAST:</b>
Below 200	All participants
200-299	160 participants
300-399	190 participants
400-499	212 participants
500-599	230 participants
600-699	245 participants
700-799	256 participants
800-899	267 participants
900-999	275 participants
1000 or more	300 participants

**Step 4.** Copy the appropriate number of surveys preferably on card stock so that customers can complete easily.

**PROCEDURES  
(cont.)**

**Step 5.** Randomly select dates and times for data collection. In order to collect data from a representative sample of your users, you should collect data on a variety of days and times, over a month period of time. Make sure you include some mornings, afternoons, evenings, weekdays, weekends, etc., to make sure your sample is representative of the total user group.

**Step 6.** Administer survey.

---

**ANALYSIS**

**Step 7.** Analyze data. Once all surveys have been collected, the following steps will enable you to derive a single customer satisfaction score.

- a. Compute a mean (average) for each of the 25 items by totaling all scores for that item and dividing by the number of scores. For example, you have 10 folks complete the survey, and nine respond to question #1. You total the nine responses and divide by 9.
- b. Next, you need to compute a grand mean. Total all 25 mean scores, and divide that number by 25 to arrive at your grand mean.
- c. Last you multiply grand mean by 2, to derive your final customer satisfaction score. This is the number that is entered into the score sheet.

If the responses are marked “not applicable” or are missing, do not compute them into your mean score. For example 25 surveys are collected, and for item #5 only 20 responses are valid. That is to say five respondents either circled not applicable or did not circle any response. You would add the 20 scores and divide by 20.

---

**FURTHER  
ANALYSIS**

The survey instrument measures four domains of service quality. The domains are represented by a group of items as follows:

<b>DOMAIN</b>	<b>ITEMS</b>
<b>Tangibles</b> (physical facilities, equip., and appearance)	#1, 10, 14, 16, & 20
<b>Reliability</b> (ability to perform the promised service accurately and dependably)	#2, 3, 4, 5, 6, 8, & 9
<b>Responsiveness</b> (willingness of the staff to help customers and provide prompt customer service)	# 7, 12, 21, 22, 23, & 24
<b>Assurance</b> (courteous and knowledgeable employees who convey confidence and trust)	#11, 13, 15, 17, 18, 19, & 25

Should you wish to compute mean scores for each domain, add the appropriate mean scores for each domain, and divide that total by the number of items in that domain. For example, if you were interested in how your program scored on the reliability domain, you would add the mean scores from items #2, 3, 4, 5, 6, 8, & 9 and divide by 7.

**Customer Satisfaction Survey Checklist**  
*(Assumes pen and paper method is chosen to collect data)*

STEPS FOR SURVEY IMPLEMENTATION	DATE COMPLETED	BY WHOM
1. Download survey from website		
2. Customize survey for your use – insert your program name		
3. Determine number of surveys to collect using table provided		
4. Copy appropriate numbers of survey – preferably on card stock so that customers can complete easier		
5. Randomly select dates and times for data collection – distributed over one month period		
6. Collect data – offering some incentive for survey completion		
7. Complete data analysis		
a. Compute mean for each of the 25 items by totaling all scores for that item and dividing by the number of scores.		
b. Total all 25 mean scores, and divide that number by 25 to arrive at your grand mean.		
c. Last you multiply grand mean by 2, to derive your final customer satisfaction score		
8. If desired, complete further analysis		
9. Enter Customer Satisfaction score in Score sheet		

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## CUSTOMER SATISFACTION SURVEY

MWR is very interested in how satisfied you are with the \_\_\_\_\_ program. Below are statements that may reflect your satisfaction with this program. Please indicate your level of satisfaction by circling your response to each item. Circle "0" in the "Not applicable" column for items you believe do not apply to this program. Thanks for your feedback!

ITEM	NOT APPLICABLE	STRONGLY DISAGREE	DISAGREE	NEITHER DISAGREE OR AGREE	AGREE	STRONGLY AGREE
1. Equipment provided is up-to-date	0	1	2	3	4	5
2. Programs start on time	0	1	2	3	4	5
3. Staff is willing to go an extra step	0	1	2	3	4	5
4. Programs are offered at convenient times	0	1	2	3	4	5
5. Staff is dependable	0	1	2	3	4	5
6. Staff has enthusiasm	0	1	2	3	4	5
7. Staff gives individual attention to you	0	1	2	3	4	5
8. Staff responds to requests quickly	0	1	2	3	4	5
9. Information provided is accurate	0	1	2	3	4	5
10. Facility is aesthetically attractive	0	1	2	3	4	5
11. Staff is well dressed and appears neat	0	1	2	3	4	5
12. Staff understands your needs	0	1	2	3	4	5
13. Staff is competent	0	1	2	3	4	5
14. Staff acts on participants' suggestions	0	1	2	3	4	5
15. Staff makes you feel as though you belong	0	1	2	3	4	5
16. Facility is comfortable	0	1	2	3	4	5
17. Staff is friendly	0	1	2	3	4	5
18. What is promised is delivered	0	1	2	3	4	5
19. Staff is knowledgeable	0	1	2	3	4	5
20. The organization is concerned with quality control	0	1	2	3	4	5
21. Program/facility is at a convenient location	0	1	2	3	4	5
22. Other participants are not bothersome	0	1	2	3	4	5
23. Problems are quickly solved	0	1	2	3	4	5
24. Staff takes time with the participants	0	1	2	3	4	5
25. Staff performs duties consistently well	0	1	2	3	4	5

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**NAVY YOUTH AND SCHOOL AGE CARE PROGRAM  
STANDARDS AND METRICS  
SECTION III**

**Scoring**

---

**PURPOSE  
OF THIS  
SECTION**

To describe how to calculate a score for this program using a pre-programmed scoring template (Excel spreadsheet).

---

**BACKGROUND**

Periodically Navy leadership will conduct a scoring of all MWR programs, with scores and costs for all programs collected and aggregated. This process is normally web-based, with scores being recorded in a database or spreadsheet that is then uploaded onto a website provided for that purpose. It isn't necessary to wait for the Navy-wide call to calculate the score for your program, however. A simpler method is available that you can use at any time to see how your program compares to the standards and determine your Service Level (S/L).

---

**NOT APPLICABLE  
"N/A"**

It is possible you will find that some standards don't apply to your program. Circumstances may be such that the standard simply "doesn't fit." When that happens, you may mark the standard "N/A" and adjust the scoring accordingly. You should remember that applicability is the nature of most standards, however ... meaning that most standards DO apply. Just because you don't comply or it is very difficult for you to achieve, doesn't mean it doesn't apply. You should be able to justify your reasoning for any standard you mark "not applicable."

---

**PROCEDURES**

To calculate a Service Level (S/L) score for your program, follow these steps:

**Step 1.** Complete the scoring process in this booklet, recording the percent compliance for each metric on the worksheets provided.

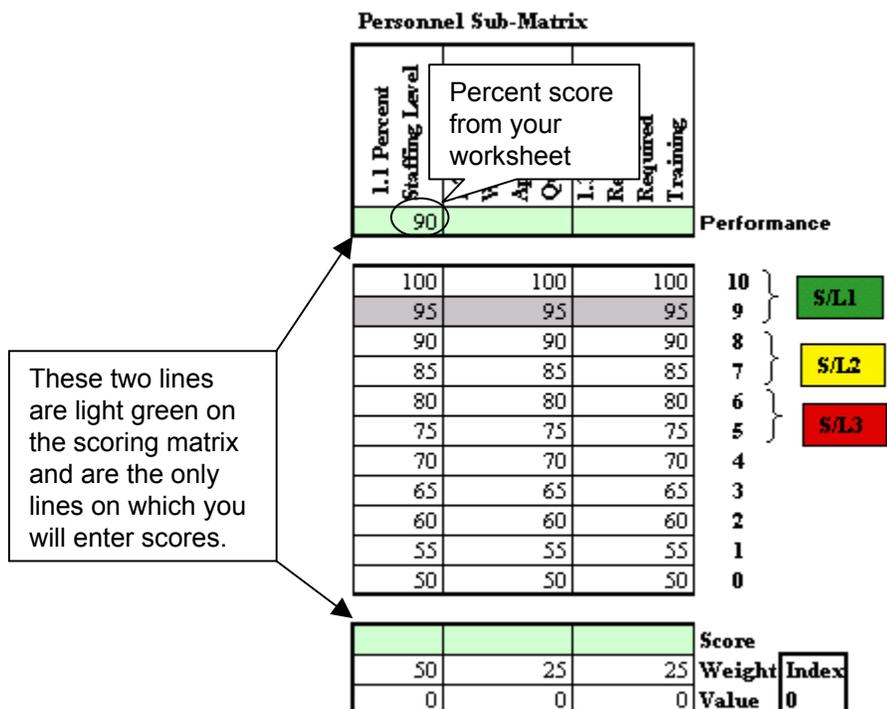
**PROCEDURES**  
(cont.)

**Step 2.** If you don't already have the Excel worksheet with the pre-programmed scoring template, you may download it from the Navy MWR website. Go to <http://www.mwr.navy.mil/mwrprgms/programstand.htm> and download the scoring matrix for your program.

**Note:** If you are challenged about "macros" when opening the spreadsheet, select "Enable Macros."

This spreadsheet contains pre-programmed formulas and multipliers that you should not change or your score will not calculate correctly. You should enter numbers in the cells that are light green in color only.

**Step 3.** Find the Personnel Sub-Matrix in the spreadsheet. Enter the percent score you calculated on the worksheet for metric 1.1 into the "performance block" as shown in the example below.



**PROCEDURES**  
(cont.)

**Step 4.** Find your score for this metric by reading straight down the column to find the closest number that does not exceed your percentage score, then read to the right and find the corresponding number from the 0-10 scale. Record the number from the 0-10 scale in the **Score** block near the bottom of the column for metric 1.1.

**Personnel Sub-Matrix**

1.1 Percent Staffing Level	1.2 Percent With Appropriate Qualifications	1.3 Percent Receiving Required Training	
90			<b>Performance</b>
100	100	100	10
95	95	95	9
90	90	90	8
85	85	85	7
80	80	80	6
75	75	75	5
70	70	70	4
65	65	65	3
60	60	60	2
55	55	55	1
50	50	50	0
8			<b>Score</b>
50	25	25	<b>Weight</b>
400	0	0	<b>Value</b>

10 } **S/L1**

9 } **S/L1**

8 } **S/L2**

7 } **S/L2**

6 } **S/L3**

5 } **S/L3**

10

9

8

7

6

5

4

3

2

1

0

The score will automatically be multiplied by the weight pre-assigned to this metric, and a score will appear in the **Value** block. A partial score for all 3 personnel metrics will also appear in the **Index** block.

**PROCEDURES**  
 (cont.)

**Step 5.** Repeat steps 3 and 4 for all remaining metrics (the rest of Personnel and for all metrics in Facility, Program, Equipment and Administration), entering the scores in the appropriate sub-matrices.

**NOTE:** For all programs except Auto Skills, the score for Administration should be entered in the Program Standards Sub-Matrix. For Auto Skills, complete the sub-matrix for Administration.

When you have finished entering all the scores in the Personnel, Facility, Program, Equipment and Administration sub-matrices, the Program Standards Sub-Matrix will look something like the example below. All the **Index** block scores from each sub-matrix should now appear on the **Performance** line of the Program Standards Sub-Matrix.

**Program Standards Sub-Matrix**

1. Personnel	2. Facilities	3. Program	4. Equipment	5. Administration	
400	660	895	845	95	<b>Performance</b>

1000	1000	1000	1000	100	10
900	900	900	900	90	9
800	800	800	800	80	8
700	700	700	700	70	7
600	600	600	600	60	6
500	500	500	500	50	5
400	400	400	400	40	4
300	300	300	300	30	3
200	200	200	200	20	2
100	100	100	100	10	1
0	0	0	0	0	0

30	20	30	15	5	<b>Score</b>
0	0	0	0	0	<b>Weight</b>
0	0	0	0	0	<b>Value</b>

S/L1
S/L2
S/L3

0	<b>Index</b>
---	--------------

**PROCEDURES**  
(cont.)

**Step 6.** Enter the scores from the 0-10 scale for all five areas in the **Score** blocks just as you did in the other sub-matrices. Read straight down the column to find the closest number that does not exceed your percentage score, then read to the right and find the corresponding number from the 0-10 scale. Record the number from the 0-10 scale in the **Score** block near the bottom of the column.

Don't forget to enter the score for Administration in this sub-matrix if there is no other sub-matrix for it.

**Program Standards Sub-Matrix**

1. Personnel	2. Facilities	3. Program	4. Equipment	5. Administration	
750	660	895	845	95	<b>Performance</b>
1000	1000	1000	1000	100	10
900	900	900	900	90	9
800	800	800	800	80	8
700	700	700	700	70	7
600	600	600	600	60	6
500	500	500	500	50	5
400	400	400	400	40	4
300	300	300	300	30	3
200	200	200	200	20	2
100	100	100	100	10	1
0	0	0	0	0	0

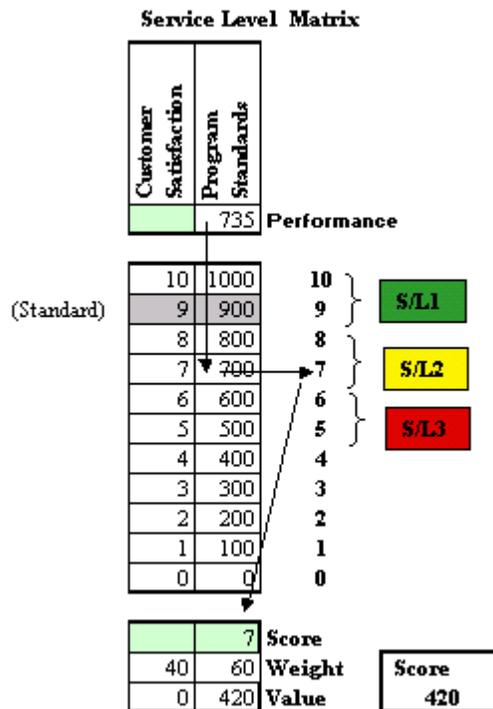
7	6	8	8	9	<b>Score</b>
30	20	30	15	5	<b>Weight</b>
210	120	240	120	45	<b>Value</b>

<b>Index</b>	<b>735</b>
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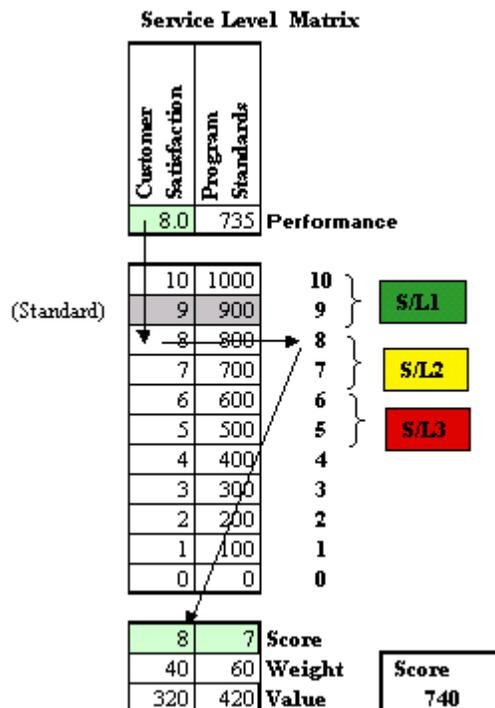
**PROCEDURES**  
 (cont.)

**Step 7.** Find the Service Level Matrix and complete the scoring for the program standards by entering the appropriate number from the 0-10 scale in the **Score** block. (The total score for Program Standards should have automatically appeared in the **Performance** block.)



**PROCEDURES**  
(cont.)

**Step 8.** Complete all scoring by entering the score from your Customer Satisfaction Survey. Ensure you have followed all the steps in Section II of this booklet to arrive at a Customer Satisfaction Score. Put the number on the **Performance** line and on the **Score** line.



In this example, the final score was 740, which is an S/L2 on the 0-1000 point scale.

Previous Navy-wide scoring has resulted in a final score on the 0-10 scale vice a thousand-point scale. The score in this example is a 7.40 on the 10-point scale – just move the decimal point two places to the left.

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