



Cleveland

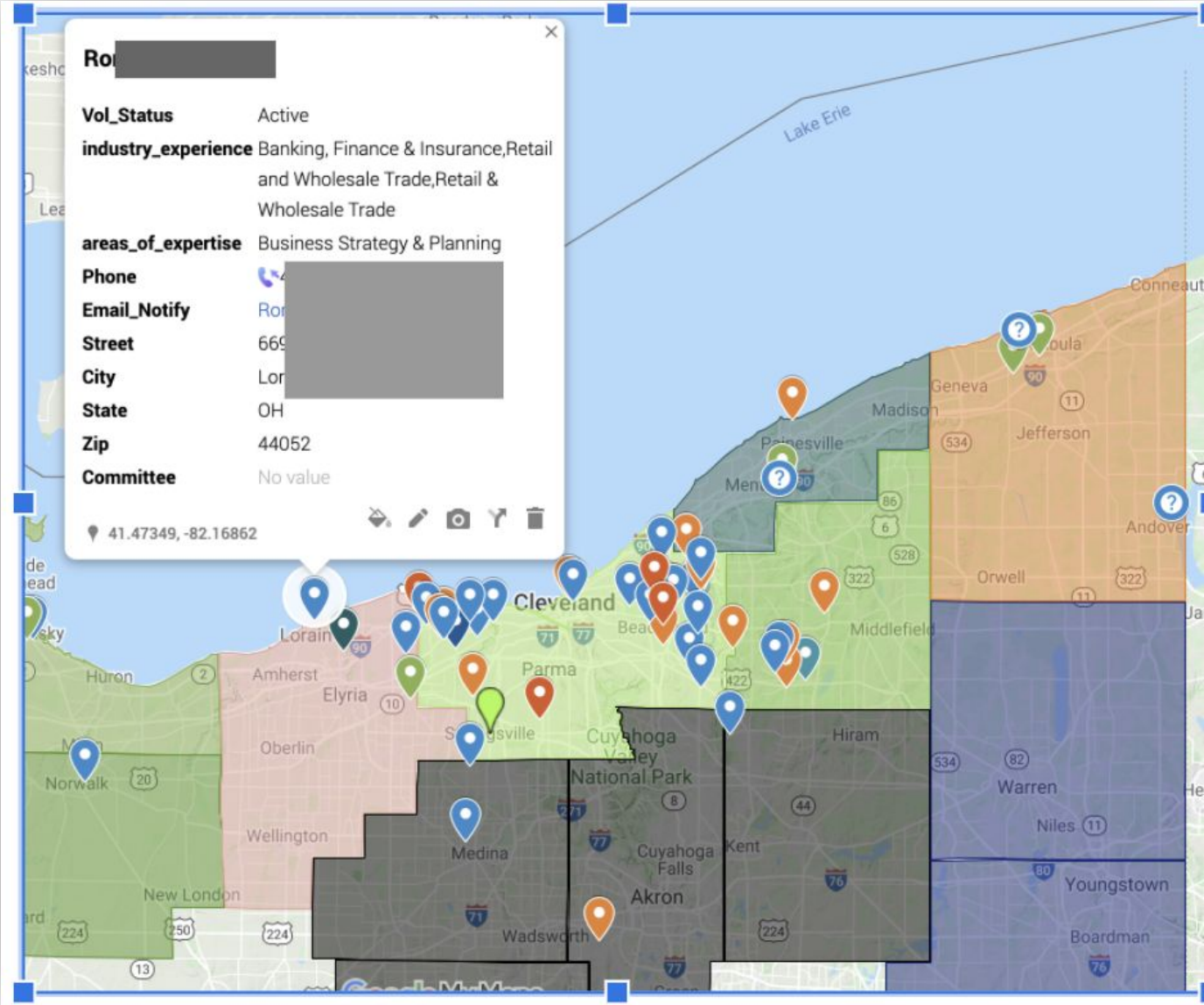
Serving the Northeast Ohio Area

Chapter Analytics + Client Intake Coordinator Tools

**Improving Chapter Performance
BIRT + Google Tools Automation**

mkrosse@scorevolunteer.org

CIC: Mentor Locator - Client Proximity Match



BIRT Mentor Roster + Google Map

CIC: CNYC Backlog Management

"NO CLIENT LEFT BEHIND" - CAT30 Team * MK: To Ac

http://birtreports.score.org:8080/birt-viewer-4.5.0/preview?_report=Clients_Not_Yet_Counseled_Report.rptdesign&date_from=2019-09-01&SortDir=Desc&date_to=

ACTIVE URL PULLS BIRT CYNC - Not Yet Counseled - DATA IN MRE CREATE DATE OLD to NEW SEQUENCE
NOTE: BIRT IS ON A 2-HOUR DELAY

Watch-for's

CHAPTER: 0030/Cleveland		DISTRICT: 549		Total MREs:		19			
Days Old	Created Date	MRE ID	Client Name	Client Address	Client Email	Client Phone	Assigned Mentor	Age	Days since NS
62	02/27/2020	10573480	Re	Cleveland, OH 44102	raepop	216-254-5839	Dr. T	>14D	15
54	03/06/2020	10603468	Est	Beachwood, OH 44122	esthern	216-559-1015	Robe	>14D	4
33	03/27/2020	10656407	De	Beachwood, OH 44122	deemo	2166321648	Robe	>14D	4
29	03/31/2020	10671194	An	Chardon, OH 44024	angida	440-286-1553	Benji	>14D	4
19	04/10/2020	10710618	Ma	Eastlake, OH 44095	mariafi	216-312-4751	Jami	>14D	3
15	04/14/2020	10719775	Ev	WARRENSVL HTS, OH 441	onesea	216-409-6850	Rich	>14D	#N/A
14	04/15/2020	10726436	Ch	Garfield Heights, OH 44105	wbk91	216-372-3260	Rich	8-14D	#N/A
8	04/21/2020	10742320	Jer	Euclid, OH 44123	jjj3219	216-633-7979	Arthu	8-14D	8
8	4/21/2020	10742344	Sc	Cleveland, OH 44128	Compe	216-810-6869	Mike	8-14D	5
8	04/21/2020	10742624	Sh	Euclid, OH 44123	sharve	2162052060	Ama	8-14D	8
8	04/21/2020	10742954	Ke	Bedford, OH 44146	blkwalt	4404940534	Deb	8-14D	6
8	04/21/2020	10743257	Ra	Cleveland, OH 44118	theglin	216-258-5878	Step	8-14D	#N/A
6	04/23/2020	10749963	Da	Maple Heights, OH 44137	drhall1	216-849-5924	Mike	1-7D	5
5	04/24/2020	10755971	Bri	Cleveland, OH 44109	memor	216-672-9385	Shar	1-7D	1
NotAssigned	04/25/2020	10758050	La	WARRENSVL HTS, OH 441	selfish	216-694-1799		1-7D	#N/A
2	04/27/2020	10760761	Ra	Cleveland, OH 44118	Ranes	216-394-5827	Shar	1-7D	1
2	04/27/2020	10762385	Ad	Strongsville, OH 44136	adam.f	216-801-9924	David	1-7D	1
2	04/27/2020	10762378	Tracy Stock	Saint Cloud, MN 56303	#12505	218-310-5861	John M. Hoston	1-7D	1

BIRT CNYC + Sessions Summary Report + Google Sheet =importhtml

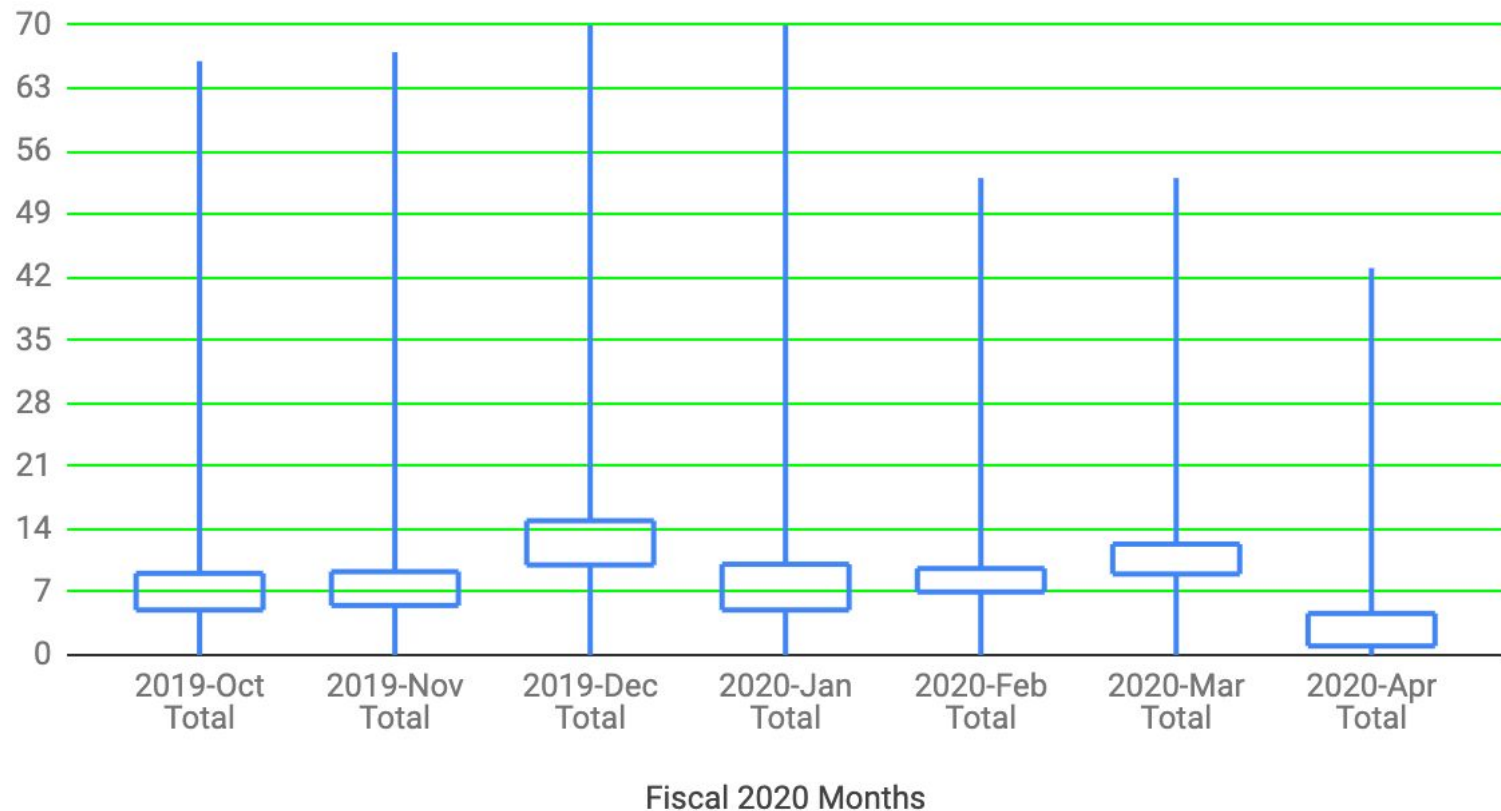
CIC: Mentor Loading

Month of	4/1/2020	4/29/2020	28	Days		
	Lead Mentor	New_Cases filed MTD	Projected Mo Run Rate		Assigned Mentor CNYC	Open MRE's
	M	25	27		Ar	1
	Ar	16	17		Art	1
	De	10	11		Be	1
	Ja	7	8		Da	1
	Ro	5	5		De	1
	Ro	5	5		Dr.	1
	Jil	4	4		Jar	1
	St	3	3		Joh	1
	Ri	3	3		Mil	2
	Ll	3	3		Ric	2
	Jo	3	3		Ro	1
	Bo	3	3		Ro	1
	Ro	2	2		Sh	2
	Ri	2	2		Ste	1
	Mi	2	2		Grand Total	17
	La	2	2			
	Gr	2	2			
	Gr	2	2			
	Ca	2	2			
	Th	1	1			
	Ro	1	1			

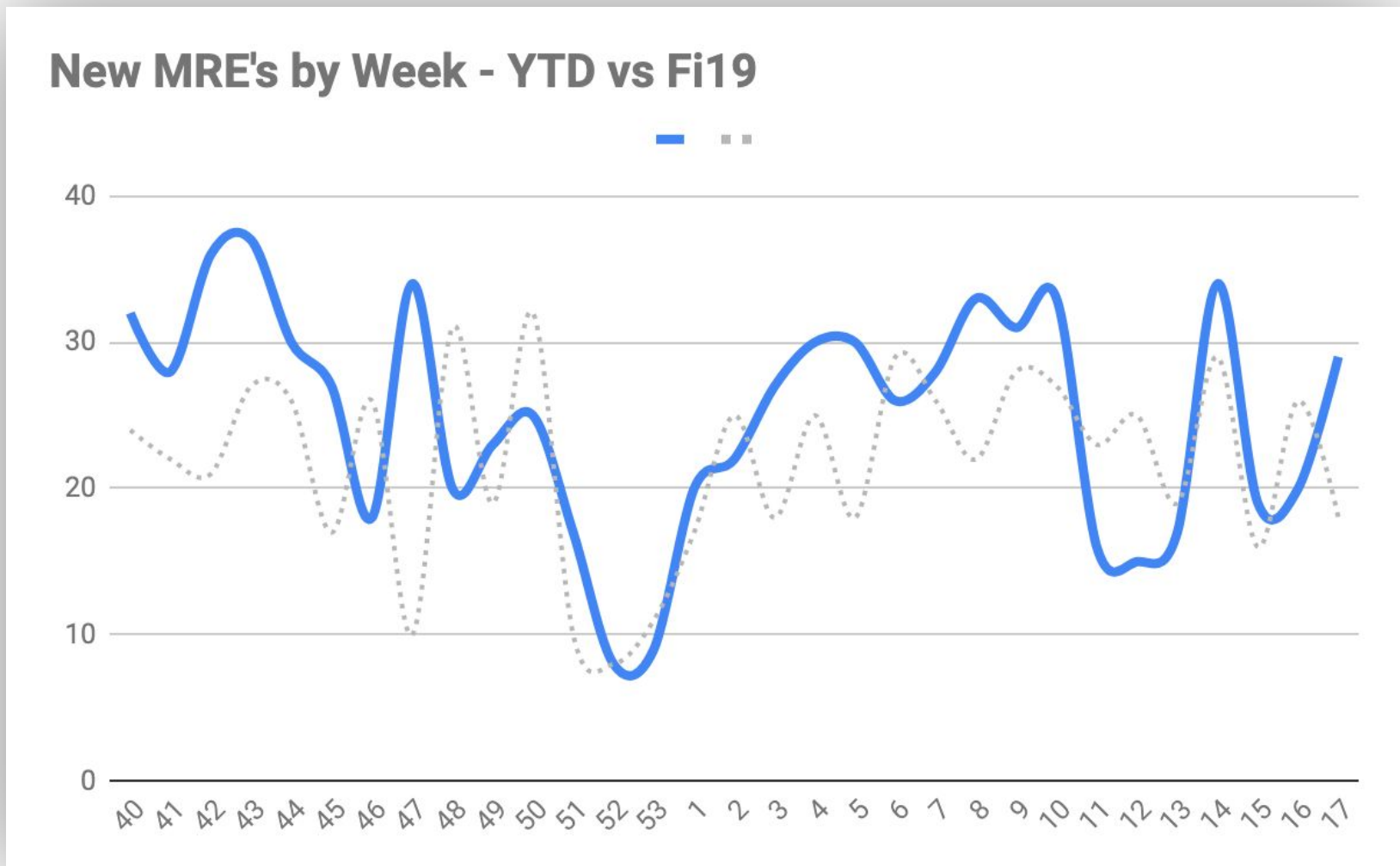
BIRT CNYC + Sessions Summary Report + Google Sheet =importhtml

Chapter Analytics: MRE Cycle Time

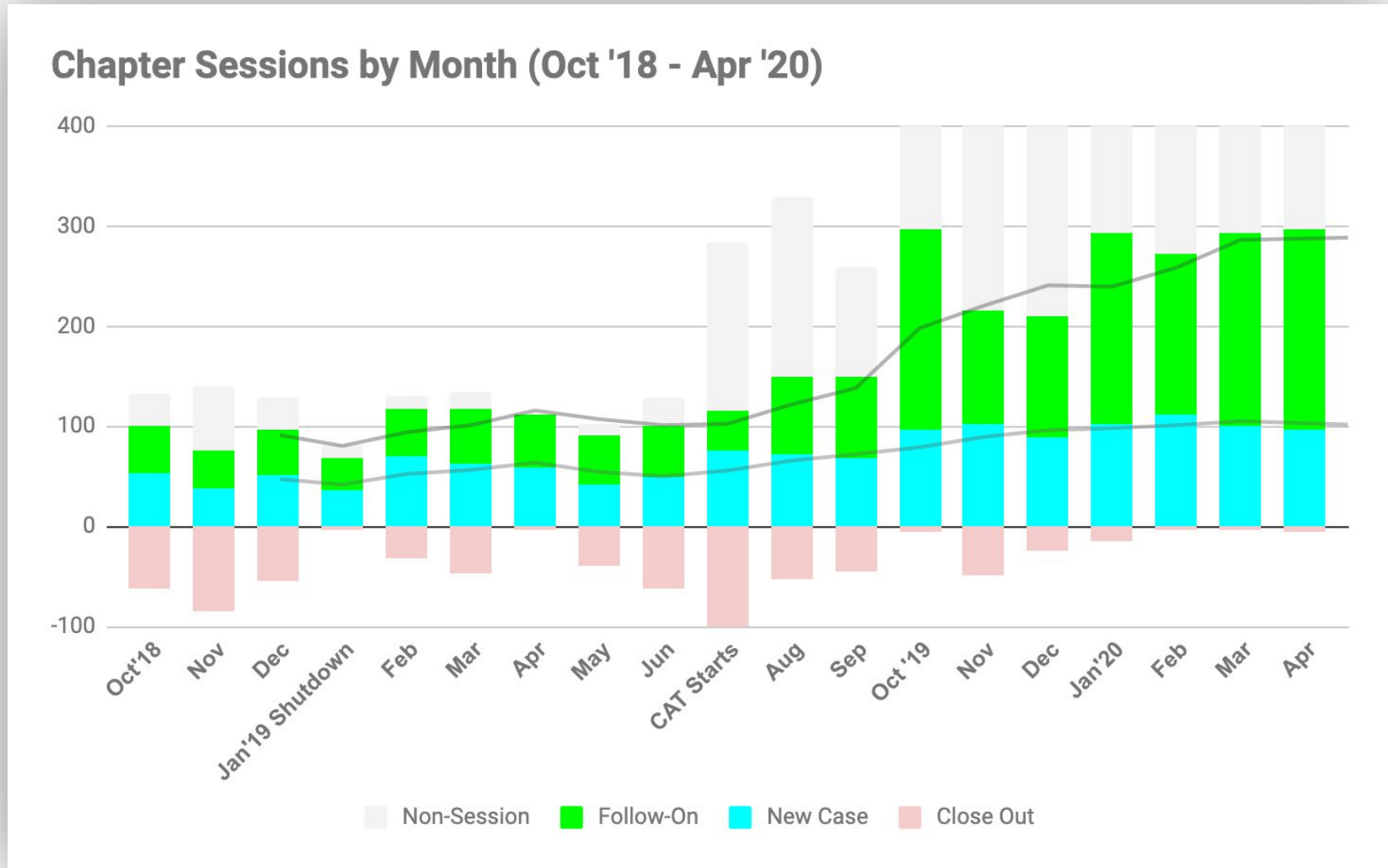
New MRE Cycle Time to 641 New_Case



Weekly MRE Volumes Tracking vs Prior Year



Monthly Services Performance by Case Type



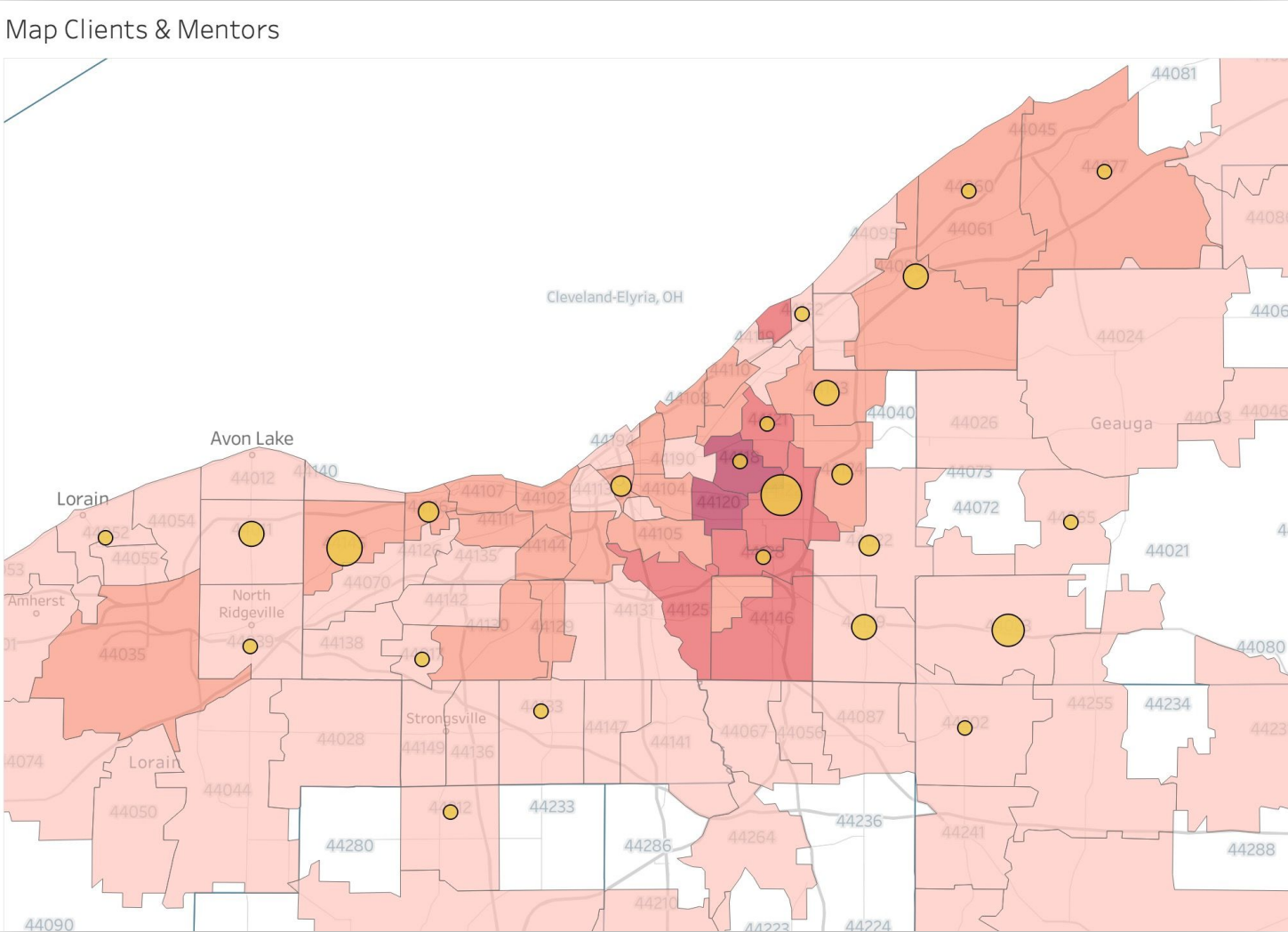
Chapter MRE Conversion Benchmarking

Apr 29, 2020, 10:27 AM UTC
source: devphp-core_dw

		National Rankings Client Conversion Report				
		-Percentile- Conversion Rate (Higher = Better)	-Percentile- Close_Out Rate	-Percentile- Backlog	Clients YTD	-Percentile- Size (Higher = Larger)
D		94%	50%	93%	759	89%
C	00	56%	22%	51%	298	62%
A	00	49%	37%	51%	221	50%
C	05	7%	38%	8%	103	24%
Y	01	65%	100%	68%	75	15%
N	03					
Selected Large Chapters						
H	00	71%	26%	65%	3,178	100%
P	00	86%	51%	85%	1,124	95%
O	01	80%	74%	81%	1,403	97%
O	01	99%	68%	99%	952	93%
D	00	76%	67%	79%	887	91%
N	00	86%	64%	86%	781	89%
F	00	73%	53%	74%	696	87%
S	04	72%	20%	64%	946	92%

BIRT Client Conversion Report + Google Sheet =importhtml

Client v Mentor Density Map (ZipCode)



BIRT Roster + Client Zipcode Counts into Tableau