Who is Involved
Frontline Staff (data in), Management (collection/analysis), Leadership (board dashboards)
Recipients of Reports: Leadership, Governance, Partners, Community

ROMA Module
Module 5: Measuring Performance and Establishing Standards
Module 6: Observing Achievement of Results Using Outcome Scales and Matrices

Organizational Standards
Standards: 2.3, 4.4, 5.9, 6.5, 8.7

Documents Required
Annual and monthly performance reports and expenditure reports
Programmatic and fiscal reports due to board
Employee evaluations

Tools and Resources Available
Reporting Systems:
* CAA software
* THDCA Data Collection & Reporting Guidance

Reporting Guides
National Performance Indicators (NPIs) Community Action Plan (compare actual to plan) Strategic Plan (compare actual to plan)
Online Question or Request for Training Tool

Strategic Questioning
Are the processes being considered relevant and effective for meeting the agency's mission?
Has the assessment data been accurately and thoroughly used to plan strategically?
Are people, processes and finances in line with the mission?
Are we capturing the outcomes for services provided directly/indirectly?
Is our data collection software adequate?
What are our results, and how are they defined?
To what extent have we achieved our results?

Assessment
Quarterly- Check benchmarks are in alignment with performance targets and budgeted expenditures.