

### **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.

