

VHA 20 May 2010

# Making a difference – performance monitoring

**RADNO**

# Measuring Throughput & Demographics

- How many users for each level of service (5 service levels)
- How many clients for each method of service delivery
- Demographics of the clients by service level, by service method and by trend rate.
- Length of client relationship
- Referrals to other agencies
- Client survey results

# **Outcome Measurement**

**The Board is not investing in a process. The Board is investing community resources to achieve an outcome – making a difference to people's lives.**

**Return on investment (ROI) is indeed a legitimate tool in the community sector.**

# Measuring Results

- **Results:** The benefit, difference, or outcome in consumers' lives that the organisation is to produce.
- **Recipients:** The persons for whom the difference is to be made, that is, the designation of the consumers.
- **Resources:** The cost or relative worth of the benefit.

# *Do you make a difference?*

*Get the results section to reflect real changes in society and not the organisation's processes and activities, and although the process will be intellectually challenging – it is very simple and can be implemented internally.*

# Recipients, Results & Resources

## Recipients:

Socially disadvantaged people living in our community and using our emergency relief programs.

## Resources:

Bike sale revenue of \$000 and \$000 for repairs. Expenses : \$0000 . Net: \$0000.

## Results:

Volunteer Participants, particularly males 20 to 50, will experience **connection to others while building social networks and skills to interact** with others. Males 20 to 50 will have an additional interest – a reason to devote their time and energy to a community activity; building skills and social esteem.

# ***You are what you measure***

Without a written expression of **the results required from programs and activities**, you will never know if you make a difference, what kind of difference and if there is a better way to achieve the intended outcomes.