

Grassroots and Measurable

A Journey to Meaningful Metrics
with



JEWISH CHILD AND FAMILY SERVICE

Strengthening Lives in Keeping with Jewish Values

About YOU

Who are you?

Where are you from?

What do you do?

Why are you here?

What do you hope to gain?

About Me

This is where I tell you my life story.

(And hope you don't leave.)

“There are three kinds of lies: lies, damned lies,
and statistics.”

Benjamin Disraeli (attrib.)

Covering the Basics

The Continuous Quality Improvement starter kit:

1. Definitions
2. Questions
3. Methods
4. Review & Repeat

Who Are You Today?

In order to start measuring, you have to know who you are right now.

Know **yourself** before you start trying to figure out where you're going.

Defining Your Organization

What corporate documents do you have to share with your stakeholders?

Do you have a clear Mission and Vision?

Translation: In a minute or less, what should everyone know about your agency?

Defining Your Program

Department Description

Goals and Objectives

Staff

Budget

Connection Within the Agency

Connection Outside the Agency

Defining You

Every job should have a job description and that description should be **accurate**.

As your organization changes, roles may change.

Document these changes!

What Do You Want to Know Tomorrow?

Example:

Goals and Objectives

Design an efficient and effective program for quality management in keeping with the mission, vision, and strategic direction of the agency.

Are we operating effectively?

Are we using resources efficiently?

What are the agency areas with the most potential for growth? How do they align with emerging trends?

How Do You Get There?

What methods are you using? What mix?

*What **tools** are you using?*

Qualitative Measures: Individual interviews, team interviews, staff surveys, client surveys

Quantitative Measures: financial analysis, participant trends per program

DO IT AGAIN



And again, and again, and again.

Meaningful Metrics

Just because someone else is measuring data one way, doesn't mean it makes sense for **YOU**.

Remember **WHY** you're measuring what you're measuring.

And if the **HOW** stops making sense, **REPEAT** your review process.

Mapping Exercise

Going Well	Worries	Next Steps

Thank you

Let's keep in touch!

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