

Participants demonstrating ability to complete and maintain a budget for 90 days Community Services



KPI Owner: Tina Lentz

Process: Increase Household Financial Stability

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 32 clients/year Fy2015 Goal: 40 clients/year Benchmark: TBD	Data Source: SPP Report Goal Source: SPP Report Benchmark Source: N/A	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Automated Castinet report of SPP Report goal 3.2D, based on worker NPI entries Why Measure: CSBG requirement, strategic plan Next Improvement Step: Validate problem

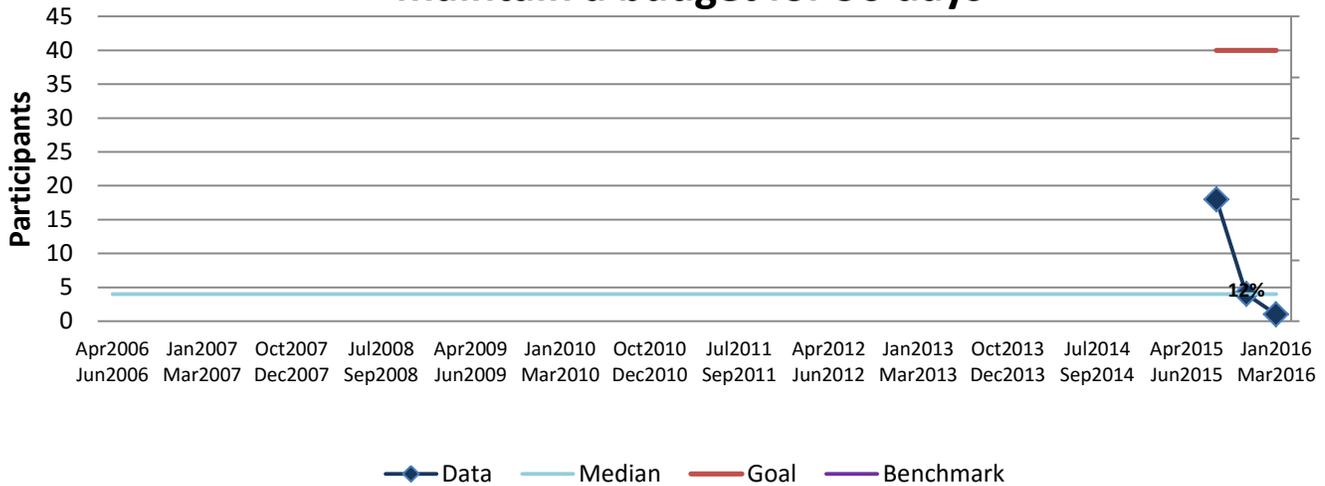
How Are We Doing?

Sep2015-Mar2016 Goal	Sep2015-Mar2016 Actual		Jan2016-Mar2016 Goal	Jan2016-Mar2016 Actual	
40	23		40	1	
Participants	Participants		Participants	Participants	

Participants demonstrating ability to complete and maintain a budget for 90 days



Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.