

Community-Wide Partnerships Community Services



KPI Owner: Faith Aeilts

Process: Strat Goal 12: Strengthen Strategic Partnerships

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 459 Goal: TBD Benchmark: TBD	Data Source: SPP Report Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Manual count of agreements reported by managers, as entered in SPP report (NPI 4.1N) Why Measure: CSBG requirement, strategic plan goal Next Improvement Step: Validate problem

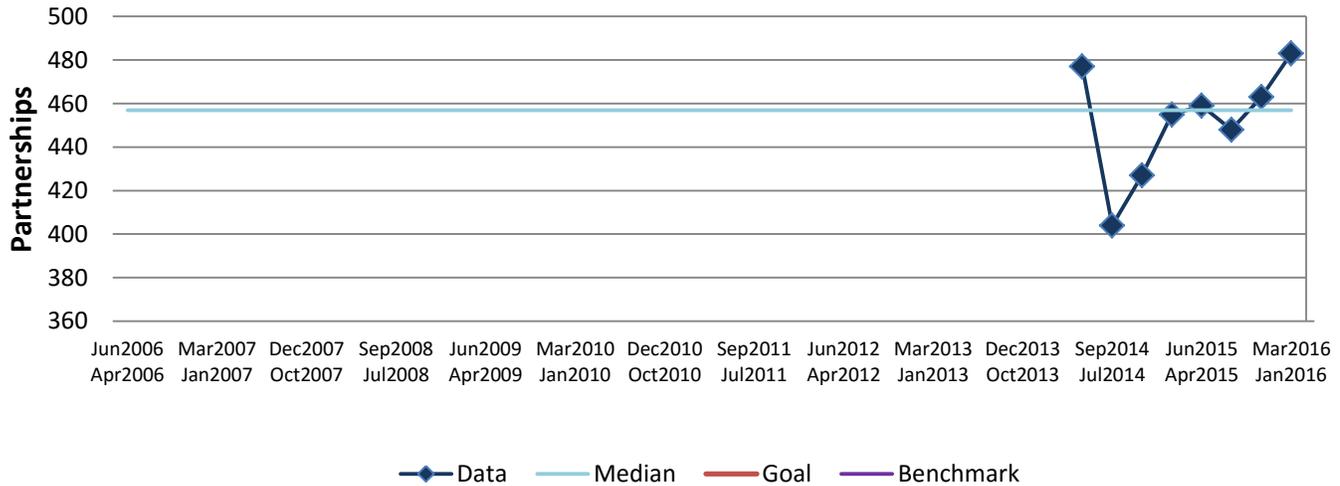
How Are We Doing?

Apr2014-Jan2016 Goal	Apr2014-Jan2016 Average		Mar2016-Jan2016 Goal	Mar2016-Jan2016 Actual	
TBD	452		TBD	483	
Partnerships	Partnerships		Partnerships	Partnerships	

Community-Wide Partnerships



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.