LIVE UNITED

United Way®

United Way of Central Iowa

Agency: **Example**

Program:
Strategy:

What We Do	Who We Serve	How We Impact	Success Story	Program Description	Performance Measures	Story Behind the Curve	Partners	What Works	Action Plan	Results Accountability / Program Performance	Total Overall Score
yellow	green	red	red	red	green	red	green	yellow	red	yellow	red

How to review the Color Rating & Volunteer Feedback Form

The Color Rating and Volunteer Feedback Form illustrate a combined rating of all volunteers who reviewed the program investment submission. Below is a summary of the Program Elements used in the scoring of the investment submission. Some of the sections were weighted more heavily than others. (For example the Program Description is worth 15% of the total points, where the Results Accountability/Program Performance is worth 80% of the total points as indicated below.) Alignment is worth 5% and is pre-scored. The above sections "Program Description" and "Results Accountability/Program Performance" are totals of sections that have multiple parts (see below). The "Total Overall Score" is a total of the "Program Description", and "Results Accountability/Program Performance" sections. Feedback below describes how to improve each of the non-green sections to improve the overall score.

Included in the Program Description are the following sections:
- *What We Do*
- *Who We Serve*
- *How We Impact*
- *Success Story*

Included in the Results Accountability/Program Performance are the following sections:
- *Performance Measures*
- *Story Behind the Curve*
- *Partners*
- *What Works/What Would Work*
- *Action Plan*

What We Do:
Please provide a clear and comprehensive description of the program and specify how United Way funding is being used. Please remember that the Cabinet members do not necessarily have knowledge about the agency/program nor the clients that are served.

- **Brief description of the agency**
- **Provide a clear and concise description of how the UWCI funded program operates**
- **Specific information about how UWCI funds are used in the program (what services UWCI supports)**
- **Description of how services are delivered, emphasizing best practices to meet the clients' needs**

How We Impact:
How is the program impacting the Community Goals for 2020? Which goal is the program impacting, Education, Income, or Health? What strategy is the program impacting? If unsure, please refer to the Strategy

Maps on the United Way website. If the program is impacting multiple goal areas, please make note in your narrative. http://www.unitedwaydm.org/aspx/general/page.aspx?n3id=92&n2id=104&n1id=2)

- **Description of how the community is better because of the work**
- **Description of how program is impacting the Community Goals for 2020.**
- **Description of how program is impacting the UWCI strategy.**

Success Story:
Was a new story of the programs' success submitted on time and was a photo release uploaded on time even if the name of the client was changed or client denied use of their story.

Performance Measures:
Timely data submission - reviewed throughout the entire year and not just in January.
Data trends – Are the trend lines for all of the program data and the TARGET MEASURE going in the right direction? If your trend line for your TARGET MEASURE is going in the wrong direction, please be prepared to talk about the trend in your "Story Behind the Curve". Finally, this section is looking at whether your program focuses its outcomes on impacting the majority of the clients served. Does the number in the TARGET MEASURE reflect at least 50% or more of the total clients served?

- **Of the total performance measures in the program, what percentage is maintaining or trending in the right direction**

Story Behind the Curve:
Look at the TARGET MEASURE – What is the program doing to help this trend line go in the right direction? What is the program doing if the trend line is going in the wrong direction? What is impacting the trend line (internal/external factors)? Is there mention of the benchmark for the TARGET MEASURE? Is the TARGET MEASURE meeting the benchmark (target value)? Is the benchmark too high, too low; what is the program doing to try to reach the benchmark (target value)? Has the benchmark process been challenging to the program? In what way?

- **Description of what the program is doing for the system change effort**
- **Description of what is success, challenges that your effort has encountered**
- **Description of the role that key partners can play in the systems change effort**

Partners:
Who are the partners that the program is working with to help in turn the curve? DO NOT JUST PROVIDE A LIST. What is the role of those partners in helping the program be successful? What other resources is the program able to leverage because of the partnership with United Way? (Volunteers, match dollars, grants, etc.)

- **Description of partners and/or collaborations are contributing to and strengthening your system change effort**
- **Leveraged resources for the program, including volunteer hours, match dollars or other funding partners that support the work**

What Works/What Would Work:
Look at the TARGET MEASURE – What strategies is the program using to help turn the curve faster? What research/evidence based practices/best practices help guide your work? How does the program know what works best?

- **Description of research/best practice that applies to the systems change effort and what is guiding the work**

Action Plan:

What will the program do differently to get better results? PLEASE DO NOT SAY YOUR PROGRAM WILL CONTINUE TO DO THE SAME EVEN IF THE PROGRAM IS GETTING GOOD RESULTS. THERE IS ALWAYS ROOM FOR IMPROVEMENT. Before mentioning needing additional resources (money), please mention all of the low cost or no cost solutions that the program is using to assist with following the action plan and impacting the trend line to go in the right direction.

- **Description of specific, data driven actions and/or program improvements underway or to be implemented in an effort to impact the systems change effort**
- **Description of low cost or no cost solutions and additional resources that would be required to fulfill the action plan**

Volunteer Feedback:

- **Each program will receive specific volunteer feedback**

KEY:	
🟩	**Meets and/or exceeds expectations**
🟨	**Room for improvement**
🟥	**Does not meet expectations**