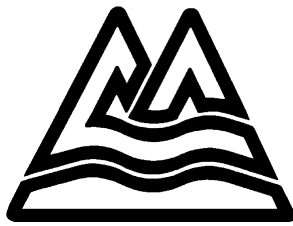


Mini-Grant Self- Assessment: Guidelines for Setting, Checking and Ensuring Service Level Targets

Good Government Benchmark Analysis
Multnomah County, Oregon



Department of Support Services

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MINI-GRANT SELF-ASSESSMENT: Guidelines

Setting, checking and ensuring service level targets

5 STEPS

- A. **Clarify goals:** what is the purpose of your project?
- B. **Select indicators:** what do you think will be different if your project is completed?
- C. **Decide service targets:** what is an acceptable target for the indicators?
- D. **Design easy data collection forms:** where do you look for the evidence whether your project achieved its purposed, or not?
- E. **Reporting:** did you meet your goal? Why or why not?
- F. **Revise indicators, data collection and targets, if necessary:** are the indicators telling you something that makes sense? Do you have money to collect more data?

GOALS are often stated in the project proposal. What do you claim your project will do? What do you hope your project will do? Distinguish between your claim and your hopes. Distinguish between your main goal and minor goals. You will be held accountable only to your main goal.

INDICATORS tell you how well or how poorly you are achieving your goal. A variety of well-chosen indicators will give you a picture of the project goals. Some indicators are easier to measure than others are. It may be enough to talk about service levels like attendance, participation, and satisfaction levels. Accountability is connected to the indicator you select.

SERVICE TARGETS are decided after you select your indicators. If your indicator is attendance, how many people can you reasonably expect to attend your program? You set the target for your project. You, stakeholders and funders will look at the data to see whether the project has met the promised target or not.

DATA is the evidence for your indicators. For small scale, projects, it may be enough to have sign in sheets for attendance evidence. Short surveys can check participant satisfaction as well as any changes in knowledge, ability, attitude or behaviour. Short testimonials will also show others the effects of your project. You will be asked how you intend to collect the data for your indicator before the project begins.

REPORT on your project using the information above. A one page report could briefly outline your main goal, the data, a conclusion on whether the project achieved its service target or not and why or why not.

CHECK and revise your indicators, data collection method's) and targets if necessary. Generally speaking, it is good to continue a self-assessment through the length of the project so you can see trends. Finalize your decisions regarding goals, indicators, data, and targets in consultation with stakeholders.

MINI-GRANT SELF-ASSESSMENT: Worksheet

How do we know we have a successful project?

A. Clarify your goals by answering some of these questions in the space below.

- i. What are the aims of this project? Which is the main aim and the minor aims?
- ii. What do you claim this project will do? What do you hope this project will do?
- iii. Imagine you are talking to a reporter, describe your project.

B. Brainstorm and select the indicators important to your project.

- i. What does a very successful project look like? How about a mildly successful project?
- ii. What are the elements you mention in answering the previous questions?

C. Set service levels that are reasonable and convincing.

- i. Considering your resources and limitations, what is a minimum level of achievement?
- ii. Can you refer to similar programs and get a good sense of what is possible?
- iii. Imagine you are talking to a taxpayer, would your service levels seem reasonable?

D. Brainstorm and design data collection methods.

- i. Can you add a few questions to forms that are filled out as part of your project?
- ii. Who will do the work collecting the data? For example, making sure forms are filled out.
- iii. When will they do this work? For example, at the beginning of activities.
- iv. Who will collect all the data into one group and write the report?
- v. Who will keep track of all the data in case others want to look it over for quality checks?
- vi. Imagine you are talking with a staff person in charge of data collection. What do you say?

E. Draft and write a report.

- i. Did you achieve your target, or not? Why, or why not?