



Northeast Institute for Quality Community Action Best Practice Chalk Board



Dashboard Indicators.

Your automobile's dashboard provides access to information about the performance of your vehicle. Lights, digital readouts and gauges quickly inform you of important needs (e.g., gas) and potential problems (door ajar, maintenance needed) which can put your journey at risk.

CAA managers can adapt the dashboard idea to monitoring agency performance on critical functions. Like the car dashboard, this idea has limitations. Dashboard indicators don't tell you for example if you are driving in the right direction or, conversely, whether your agency's strategic goals are appropriate. These bigger questions need other strategies to be effectively answered. However, assuming these macro questions have been addressed, the CAA dashboard can serve as a useful tool for both staff and Board members to quickly monitor performance on a manageable number of key goals and objectives.

Your dashboard indicators can be color coded (e.g., **Red**: Action Needed; **Yellow**: Bears Watching; **Green**: Meeting Expectations). Dashboard readouts can be provided on a periodic basis to key audiences (monthly, quarterly, semi-annually) as appropriate and needed.

To develop your dashboard, identify the areas which you wish to monitor and develop performance targets for each area. For example, an Area might be "Board Governance." The performance targets might include: 1. Maintaining 75% attendance at all Board meetings and, 2. 100% Board participation in agency annual appeal. Periodic dashboard reports would indicate the current status of achieving the target using the color code (e.g., **80% attendance at Board meetings through 6 months of the year.**

Using dashboard indicators can improve efficiency, and can help quickly focus attention on key strengths and concerns. Regularly reading your agency's dashboard can help prevent you and your agency from running out of gas during the year.