

Strategic Measures

jcrubicon@gmail.com

	QUANTITY	QUALITY
EF FO RT	Quadrant 1 (least important) How much service did we deliver? Number of clients/customers served Number activities/type of activity Increasing Access	Quadrant 2 (second most important) How well did we deliver? Percentage clients served well (e.g., percentage satisfied customers; average waiting time; percentage of five year olds ready to succeed in kindergarten by assessment) Percentage activities/functions performed well (e.g., children in classroom, at agency, in park program who achieve goals; etc.)
EF FE CT	Quadrant 3 How much change for the better did we produce? Number skills Number attitude Number behavior Number circumstance	Quadrant 4 (most important) What quality of change for the better did we produce? Percentage skills (e.g., percentage preschoolers with improved learning skills) Percentage attitude (e.g., percentage parents with improved attitude toward responsibility) Percentage behavior (e.g., percentage with successful graduation) Percentage circumstance (e.g., percentage working at a living wage job)