

INVESTMENT VALUES



United Way
of the Southern Tier

The Five Core Values

Client Need:

How compelling is the case for investment in this program's clients and their needs?

- How clear is the scope and demand for its services?
- Is it clear what client condition or behavior they are trying to change and the reason intervention is necessary?
- How strong is the argument for community investment in altering these conditions?

Program Results / Outcomes:

How well does the program define and deliver on outcomes for its clients?

- How clearly are the outcomes defined?
- Do they describe meaningful/reasonable indicators?
- How well did the program perform against the targets it proposed over the past year?
- How does the agency regularly review outcome data and improve services as a result of the information gained?

Focused Alignment:

How well does the program align with United Way, its strategic intent and identified priorities?

- Does the program correspond with one or more of the areas of impact (children, health, families, self-reliance and/or the senior population)?
- How significantly do the outcomes of the program impact one or more of the top areas of focus or United Way's strategic intent?

Effective Use of Resources:

How effective is the agency at securing resources to meet its clients' needs?

- Does the agency/program clearly demonstrate need for support from UWST to deliver the desired results?
- Does the budget submitted accurately reflect and support the goals of the program, as described?
- Does it leverage funds from other sources?
- Does it work effectively with others (cooperative/coordinated/ collaborative relationships), when appropriate?

Continuous Learning and Improvement:

Does the organization promote a culture where questioning, learning and improving are the norm?

- Does the agency promote a style of organizational learning that allows its staff and volunteers to challenge underlying assumptions?
- Does the agency encourage continuous improvement in work processes?
- Does the agency utilize outcome data to improve services as a result of the information gained?
- Is there ongoing development and use of new knowledge to improve the agency/program's work toward its mission and client needs?