

The Five Core Values

Client Need:

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

- *How apparent is the scope of the issue and demand for program services?*
- *Is it clear what client condition or behavior the program is trying to change and the reason intervention is necessary?*
- *Does the demographic and community data support the narrative case being made for intervention?*
- *How strong is the argument for community investment in altering these conditions?*

Program Results / Outcomes:

How well does the program deliver on results for its clients and/or the community?

- *Does the narrative clearly describe how the program meets the needs of its clients, including the various steps to, duration of, and results achieved by its service delivery?*
- *Has the program completed indicators from each category - How Much (Direct Services), How Well (Systems Change) and Better Off (Changing Lives), presenting a holistic measurement of results?*
- *Are measures and targets aggressive, yet realistic for the scope of work proposed?*
- *Can UWST reasonably anticipate improvement of identified conditions based on the service provided?*

Focused Alignment:

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

- *How closely does the program and its results relate to the identified focus area?*
- *Is it clear that the program will measurably deliver on condition(s) outlined?*

Effective Use of Resources:

How effectively does the program secure and use various resources to meet its objectives?

- *Does the budget submitted accurately reflect and support the goals of the program, as described?*
- *Does the program leverage funds from other sources?*
- *Does the program work effectively with others (collaborative and/or collective impact relationships), when appropriate?*
- *Does the program consider resources beyond just financial (human, technological, community)?*
- *Does the program clearly demonstrate the need for support from UWST to deliver the desired results?*

Continuous Learning and Improvement:

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

- *Is there evidence of ongoing staff discussion, identifying opportunities for program improvement?*
- *Does the program use evidence-based tools/methodology/industry standards to assess program quality?*
- *Is program outcome data monitored regularly?*
- *How compelling is the evidence that information obtained is used to improve services?*
- *Is there demonstration of ongoing staff development and the related application of knowledge gained?*
- *Is the organization engaged in training and ongoing development related to diversity, equity, and inclusion?*