



Questions To Ask As a Part Of Your Evaluation Process

1. Did we do what we thought we would do?
2. Did we serve the population we thought we would serve?
3. Did we make an impact on the identified needs?
4. Can we tell what services (or set of services) produced the best opportunity for results?
5. Are some populations achieving outcomes at different rates than others?
6. Did we recruit and enroll sufficient numbers to allow us to achieve our target outcomes?
7. Do we need additional resources?
8. Was there something unexpected that influenced the outcomes?
9. What services produced the outcomes/results? One? More than one?
10. How can we track the multiple services connected to each customer?
11. Who achieved the results? What was the age, income level and income source of those who achieved? What about education level? etc.
12. Did the individuals who achieved one outcome achieved any others? How many individuals achieved multiple outcomes?
13. What data do we want to collect that we haven't collected before?
14. Was anything missing from our previous data collection efforts?

15. Do we want to gather data from additional people?
16. To achieve our mission, what are the service areas that increase the likelihood of customer success?
17. What are the trends in service delivery?
18. Given our agency's size and level of resources, what agency goals should we aim to achieve in the next three program years?
19. What standard operating procedures (SOPs) are missing but needed for effective and efficient service delivery?
20. What performance management systems should be implemented to assure greater accountability?
21. What policies require updating to assure realistic and relevant management practices?
22. What have our clients expressed as their most urgent unfulfilled needs?
23. Are we providing the right configuration of services to successfully meet those needs?
24. What should the organizational structure look like for us to be more agile and better able to respond to internal and external threats?
25. If we were to de-centralize our organization's operations, what would that need to look like and would that be more effective in moving the organization forward?
26. Who is our competition and what are they doing differently to brand and market their services? Of their methods, what can serve as inspiration and what should we avoid doing?
27. What is the "low hanging fruit" that can be secured with minimum capital investment that will give us an edge?

28. What actions can we take or investments can we make that will give us a competitive edge?
29. Who should our target customers be and how are they identified?
30. What should our strategy be to attract customers in need?
31. What “Best Practices” have other private and public organizations implemented to attract their target customers?
32. What program elements constitute an organization of excellence and which organizations are modeling this excellence?
33. How can our organization deliver superior customer service that exceeds expectations?
34. What are the relevant conditions in our service area and what are our viable options for developing alternatives?
35. What community economic development activities should our organization undertake given the current economy?
36. Who should be our strategic partners, (public, private, in/out-of-state) and how should we partner with them to better serve our area’s residents?
37. What systems or policies hinder high performance at our organization?
38. What areas lack clarity of direction and process?
39. What areas consume too much time and money?
40. What software upgrades, additions or changes are needed to enhance organizational performance?
41. What other technology is needed to enhance efficiency and productivity?

42. What equipment and software needs should be planned for the next 3-5 program years?
43. What are the strategic locations in our organization for service delivery?
44. What changes are needed at our organization's service locations to assure quality service delivery?
45. How will shifts in demographics and economic development impact our organization?

Based on a presentation by United Planning Organization