

**Measuring What Matters: Performance Management Institute**

EMD Consulting Group is pleased to present Measuring What Matters, a performance management institute that combines individual technical assistance with cohort learning to strengthen an agency’s performance management system.

What is Performance Management and why should nonprofits improve their performance management system?

* High performance within nonprofits is necessary because **outcomes matter** – to service consumers, staff, Board members, funders, and the community.

“High performance is the ability to deliver – over a prolonged period of time – meaningful, measurable, and financially sustainable results for the people or causes the organization is in existence to serve.”

Performance Imperative

* Performance management is a process that provides agencies with the ability to manage to outcomes. Managing to outcomes is NOT a knee-jerk reaction to funder requirements but, instead, is mission-driven and provides a way to demonstrate the impact of the agency’s service delivery model.
* Managing to outcomes supports sound strategic decision-making, planning, and business development.

Several agencies will participate in the institute; each will focus on one program’s performance management processes. Organizations develop systems at different speeds; the program is designed to accommodate this, with individually designed consultations for each participating agency. The goal is that each agency will develop a culture and practices around performance management. Up to four individuals will consistently participate from each agency, creating a team of performance management and implementation experts within the agency.

**Institute Schedule**

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| Format | Topic | Date & Time | Location |
| Consultation 1 | Pre-assessment | Need to be able to input | Agency |
| Session 1 | What’s your impact? | Date  8:30am – 12:30pm | Forest Park Visitors Center\* |
| Consultation 2 | Individually paced | Date | Agency |
| Session 2 | What outcomes can you and should you measure? | Date  8:30am – 12:30pm | Forest Park Visitors Center\* |
| Session 3 | What processes can you and should you measure? | Date  8:30am – 12:30pm | Forest Park Visitors Center\* |
| Consultation 3 | Individually paced | Date | Agency |
| Consultation 4 | Individually paced | Date | Agency |
| Session 4 | What can you and should you do with the results? | Date  8:30am – 12:30pm | Forest Park Visitors Center\* |
| Consultation 5 | Action planning and post-assessment | Date | Agency |

\* Location tentative and will be confirmed in advance of Session 1.

**Project Deliverables**

* A plan that includes performance management systems for one program, and an action plan to develop a system for remaining programs.
* A culture of performance management, including a commitment to high quality program planning, implementation, evaluation and quality improvement, led by a staff team.

**Institute Cost**

The 2017 Institute is offered at $10,000 per agency.

**Comments from Prior Participants**

***“The content was extremely relevant and well planned. It felt like it was at "the right level" for agencies that are in a variety of places with their performance management.”***

**“What I loved most about the Institute was the combination of one-on-one sessions between our agency and the EMD team paired with the group sessions where we could learn from and collaborate with other agencies.”**

***“If your agency is ready to learn how to best measure its data, then absolutely consider the Institute*.”**

**“If you thought you knew about outcome measurement, you will leave the Institute knowing more and being able to use it!!”**

**Lorien Carter** joined EMD Consulting Group in 2015 as the co-designer and leader of EMD’s Measuring What Matters performance management institute.

Lorien is an Associate Professor of Practice at the Brown School of Social Work at Washington University in St. Louis. She teaches graduate level social work practice and administration courses, including a course on program development. She is the lead teacher for Social Work Practice with Individuals, Families and Groups and serves on the Curriculum Committee as the Chair of the MSW foundations curriculum. Lorien was awarded the “Excellence in Teaching” faculty award in 2011, 2010, 2008, and 2006.

Lorien co-created and co-led a highly regarded Teaching Toolbox workshop series for faculty. She currently operates an instructional coaching initiative to enhance teaching excellence at the Brown School. She conducts community trainings on Evidence Based Practice, logic models, groupwork facilitation, professional teambuilding, and adolescent development. Lorien’s experience includes direct social work practice with adolescents in public school and health care settings, and program management experience at the Teen Pregnancy Center at Barnes-Jewish Hospital.

EMD Consulting Group Partner **Kari McAvoy** will assist on the project.



Founded in 2002, EMD Consulting helps nonprofits build organizational strength. EMD stands for Experience Makes the Difference.

EMD Consulting provides the following types of services: planning & critical decision-making (strategic planning, merger facilitation), leadership (succession, governance, coaching), fundraising (capital campaigns, development plans, operations assessment), and program development (performance management, health care/social services integration).

Our partners have experience working with nonprofits from every point of view – as staff leaders, board members, and funders. We’ve tackled the tough issues of organizational development and change, financial and personnel management, all types of fundraising, strategic planning, marketing and communications, and board development. We’ve created nonprofits and closed them, merged them, helped them grow, helped them change, and helped them recover from a crisis. So, we’ve seen what works and what doesn’t, how great ideas need nurturing, and how opportunities and issues look different from different stakeholder sight lines.

We are passionate about the value of nonprofit organizations, about how they touch and change lives, enliven our communities and protect our environment. Our greatest professional satisfaction is helping nonprofit organizations grow, meet challenges, overcome obstacles, take calculated risks and find new opportunities to serve. Our overriding professional goal is to deliver more to clients than they expect.