



## Staff Report

**Date:** February 23, 2024

**Subject:** Performance Indicators and Criteria for Performance Excellence

**Purpose:** The purpose of this staff report is to introduce a performance indicator and excellence criteria tracking spreadsheet that is currently under development to the Board. This tool will enable us to monitor and assess our organization's performance against key metrics and criteria, aligning with industry best practices and regulatory requirements.

**Background:** In our commitment to continuous improvement, it became evident that a more comprehensive system would be beneficial to track our organization's performance. This tracking spreadsheet is being developed by integrating insights from various sources, including:

1. CSDA Special District Leadership Foundation "*High Performing District Checklist*": Providing a framework for excellence criteria, this checklist guided our selection of key performance indicators.
2. Integrated Healthcare Strategies "*Practices for High Performing Health System Boards*": Insights from this resource informed the selection of performance indicators relevant to our mission and goals.
3. Applicable Regulations: Our performance indicators and excellence criteria align with relevant regulations to ensure legal and ethical accountability.

### Key Features of the Spreadsheet:

1. **Comprehensive Criteria:** The data is organized into 5 performance groups: *Financial, People, Community, Quality, and Governance*. The data from these 5 groups are summarized on a single page "Scoreboard".
2. **Excellence Criteria Alignment:** Our excellence criteria directly align with the best practice standards identified by reputable sources such as the CSDA and ACHD, as well as applicable regulations for Special Districts, ensuring that our organization strives for excellence in all operations.
3. **Quarterly Updates:** Data for each performance indicator and excellence criteria will be presented quarterly, enabling real-time monitoring of performance trends and proactive decision-making.
4. **Quarterly Review Schedule:** The spreadsheet includes a quarterly review schedule to evenly distribute all actions/items requiring Board review or approval throughout the year. This ensures that all critical items are covered and allows for optimal Board oversight.
5. **Strategic Planning Integration and Progress Tracking:** The spreadsheet will serve as a resource to identify potential areas of improvement for consideration at future strategic planning sessions. Additionally, the spreadsheet will serve as a method to track progress in achieving goals set out in the current strategic plan, ensuring alignment between organizational objectives and performance metrics.

**Benefits:** Enhanced Performance Monitoring, Alignment with Best Practices, Regulatory Compliance, Continuous Improvement, Enhanced Transparency and Accountability.

**Conclusion:** The introduction of this tool represents a significant step towards enhancing performance management and governance practices. As the development of this tool continues, the members of the Board are encouraged to communicate their suggestions on data that they would find valuable for inclusion in the spreadsheet, ensuring its relevance and effectiveness.

Respectfully submitted,

Eva Edge, Administrative Director