

COMMUNITY INDICATORS-PERFORMANCE MEASURES (CI-PM) INTEGRATION DESCRIPTIVE (MATURITY) MODEL--DRAFT

	Separate CI & PM projects	Stage 2	Stage 3	Mature integration CI-PM
<b>What</b>	<b>Community Indicators (CI)</b> Metrics quantifying values, community, conditions, outcomes & results important to wide-ranging residents within a community	Visioning process involving citizens, key stakeholders, and governmental and nongovernmental entities	Metrics focus on community and programmatic outcomes involving decision- and policy-makers through consensus-building	Citizen-driven CI's determine PM impacts linked to quantifiable & measurable results: community needs, sustainability, resource allocation, data-driven policy decisions, & next steps for decision options and priorities
	<b>Performance Measures (PM)</b> Metrics documenting the outputs of services provided by a government or nongovernmental entity	Linkages between strategic and annual performance planning with metrics documenting the outputs and outcomes of services provided by a government or nongovernmental entity	Citizens and other key community stakeholders participate in the development of output and outcome metrics through forums, feedback systems, or advisory bodies	
<b>Why</b>	<b>Community Indicators (CI)</b> Knowledge-producing story of where a community is today, in relation to where it's come from	Evidence of citizen priorities as reflected by indicators through credible and reliable data that stimulate public dialogue and debate	Evaluation and public debate determine the whys of community conditions, strategies developed and implemented, and resources identified and committed to improve community conditions	Transparent results-based governance & decision making consistent with citizen priorities for positive community change, community capacity building, economic development & land use, sustainability, reporting for citizen accountability & civic trust
	<b>Performance Measures (PM)</b> Knowledge-producing managerial performance system to achieve efficiencies and improve costs in relation to programs and departments/divisions/ agencies	Improved data and performance-based budgeting and resource allocation through credible and reliable data. More effective service delivery ROI to citizens in allocating limited resources at all levels demonstrated	Outcomes of programs and services demonstrated that reflect citizens and other key stakeholders' priorities	
<b>When</b>	<b>Community Indicators (CI)</b> Historical measures and trends over time alerting the need for improvement	Leading and lagging indicators benchmarked for measurable improvement or decline	Long-term and annual goals and targets established periodically and progress measured and publicly reported	Evidence on demand – knowing where residents get their information, what their priorities are & what info they want to know about – within defined time periods, used for regular tracking & strategic decision making
	<b>Performance Measures (PM)</b> Annual performance measures	Annual measures progress linked to annual budget development and decisions	Strategic and annual performance goals influence budget discussions and decisions. Community indicators influence the strategic and annual performance goals. Strategic and annual performance goals' progress publicly reported	
<b>Where</b>	<b>Community Indicators (CI)</b>			

	Defined community area	Defined community area and demographic groups	Defined community area, demographic groups, neighborhoods and street-level data or larger state and neighboring/regional areas crossing political boundaries. Compared to other defined areas, as appropriate	Localized neighborhoods to any defined group within a geographic area, regardless of political boundaries
	<b>Performance Measures (PM)</b>			
	Local government departments/divisions within a defined geopolitical boundary	Contributions of programs and services to changes in community conditions identified along with those of other public agencies, nongovernmental entities, and businesses	Regional and intergovernmental collaboration and comparisons	
<b>Who</b>	<b>Community Indicators (CI)</b>			
	Community residents likely to control or influence community conditions	Key community stakeholders from all sectors (diverse institutional and business leaders, civic and community groups, local government, policy- and decision-makers) likely to control or influence community conditions	Coalitions, networks, compacts and other community organizing efforts form to lead community change	Committed accountability for improvements & collaborative advocacy, inputs & use (diverse government, public/citizen, nonprofit & business engagement & participation at all stages) as leadership changes over time
	<b>Performance Measures (PM)</b>			
	Government entity management	Policy-makers and elected officials	Networks of community stakeholders including government and non-government entities, legislative bodies, regional partners, and coalitions	