

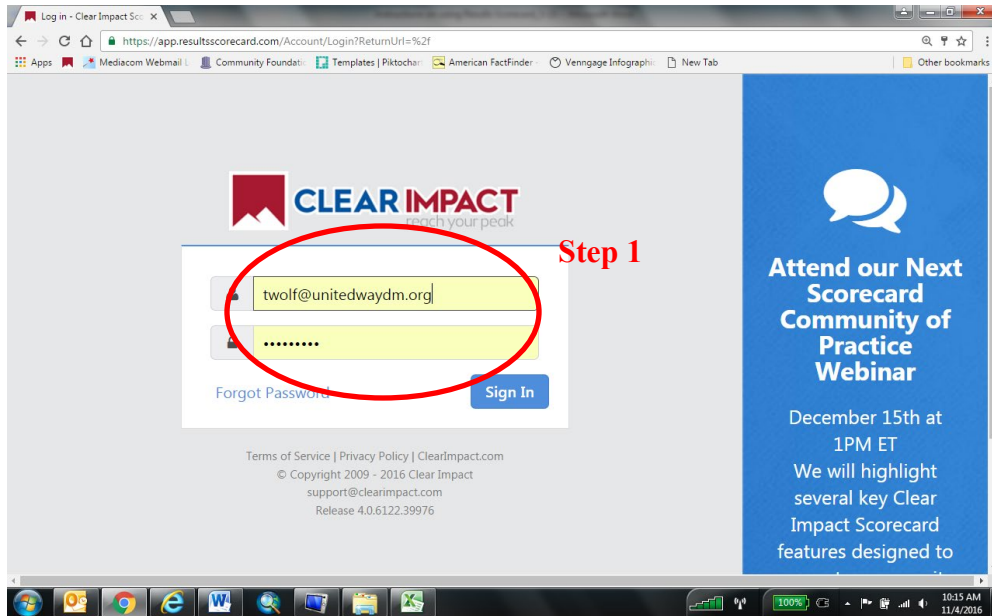
# Instructions on using Results Scorecard

## Step 1: Login

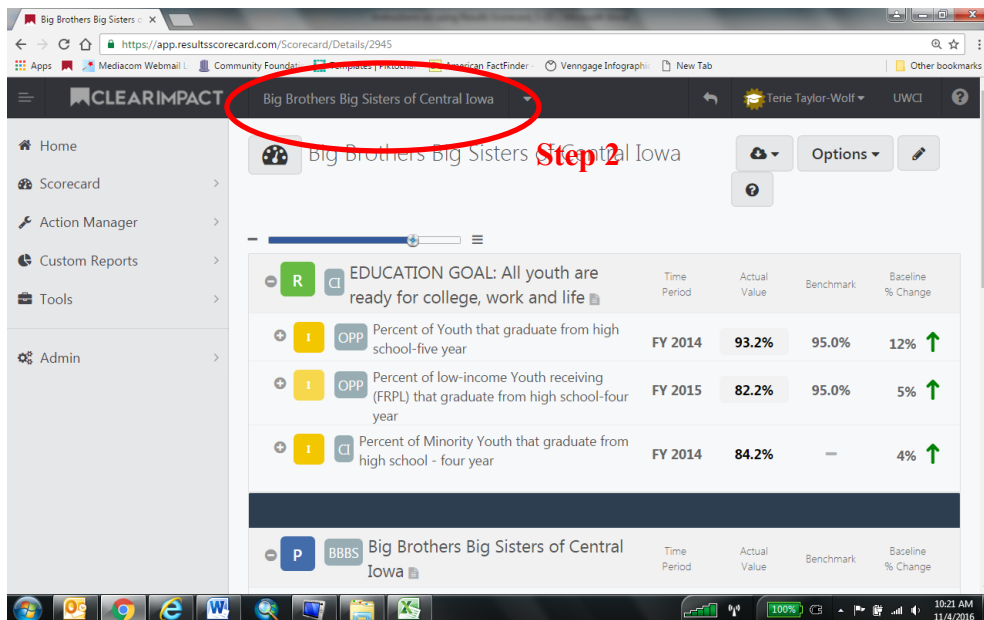
<https://app.resultsscorecard.com>

Your username is your e-mail address. If you forget your password, follow these instructions:

Go to the login page, enter their username/login and then select "forgot password". It will reset and send a new password to the user's email. It will be from [HostedServices@resultsscorecard.com](mailto:HostedServices@resultsscorecard.com) (check "junk mail" if not in regular mail)



**Step 2:** Click on the Scorecard you want to edit. If you have access to more than one Scorecard, you may need to click on the drop down arrow to access the correct Scorecard.



**Step 3:** Adding Data: Click on the performance measure to add data, or to add narrative.

The screenshot shows a web browser window with the CLEARIMPACT scorecard for Big Brothers Big Sisters of Central Iowa. The page title is "Step 3" and it displays a list of performance measures. The first measure, "Number of adults mentors in Community Based Mentoring", is circled in red. The table below shows the following data:

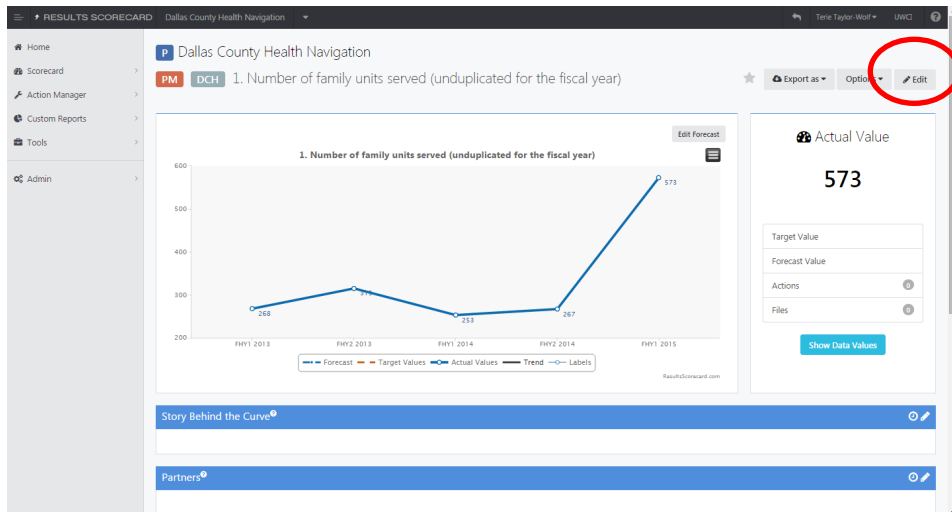
Performance Measure	FY 2016	Actual Value	Benchmark	Baseline % Change
Number of adults mentors in Community Based Mentoring	433	433	—	—
Number of children who increase their confidence measures	163	163	—	—
Number of children who improve their attitude toward school	107	107	—	—
Number of students in DMPS with school data	214	214	—	—
Number of students who are absent 18 days or more in the school year	27	27	—	—
Number of students not failing any academic course per semester	165	165	—	—
Percent of students who are absent 18 days or more in the school year	12.6%	12.6%	—	—
Percent of students not failing any academic course per semester	77.1%	77.1%	—	—

**By clicking on the “+” sign to the left of the performance measure you can show the trend data for that performance**

The screenshot shows the same CLEARIMPACT scorecard, but now the performance measure "Number of adults mentors in Community Based Mentoring" is expanded to show trend data. A red circle highlights the "+" sign to the left of the measure name. A line graph displays the trend from FY 2011 to FY 2015. The data points are: FY 2011 (496), FY 2012 (515), FY 2013 (591), FY 2014 (535), and FY 2015 (467). The graph shows a peak in FY 2013 and a decline in FY 2015.

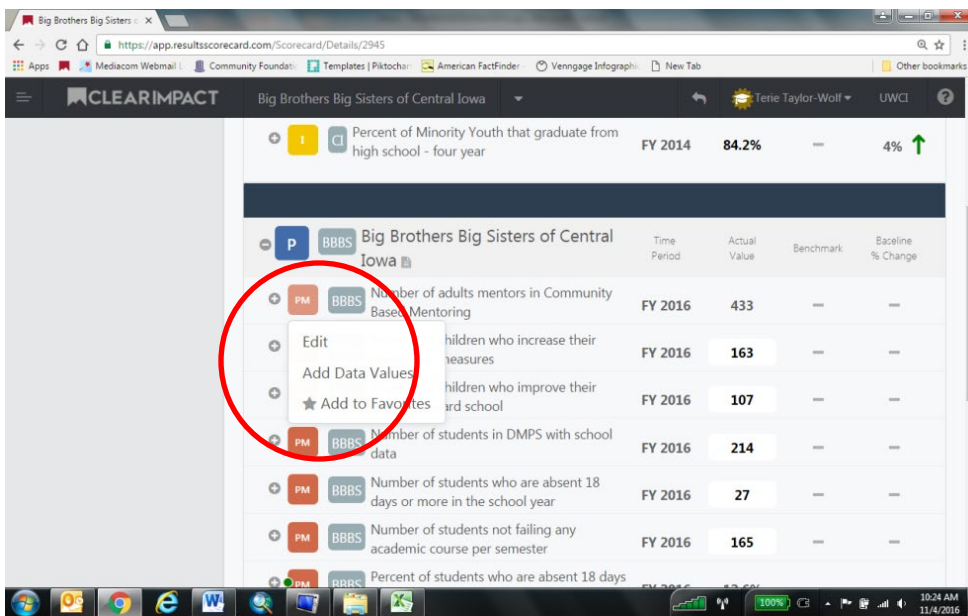
Fiscal Year	Actual Value
FY 2011	496
FY 2012	515
FY 2013	591
FY 2014	535
FY 2015	467

**Step 4:** There are 2 ways to enter data into Scorecard. The first way is to Click on Edit in the upper right hand corner.

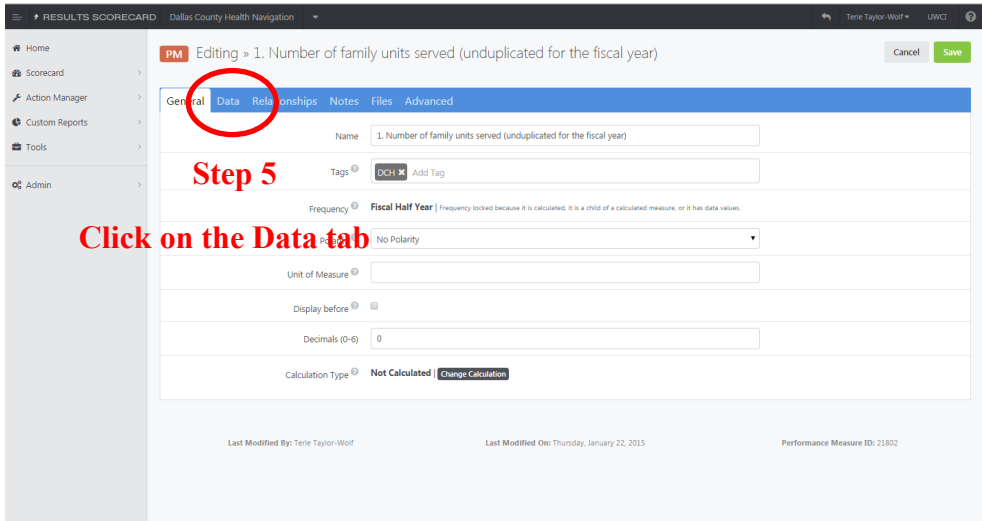


**Step 4**

or you can click on the “orange-PM” box to the left of the performance measure and select “Add Data Values”

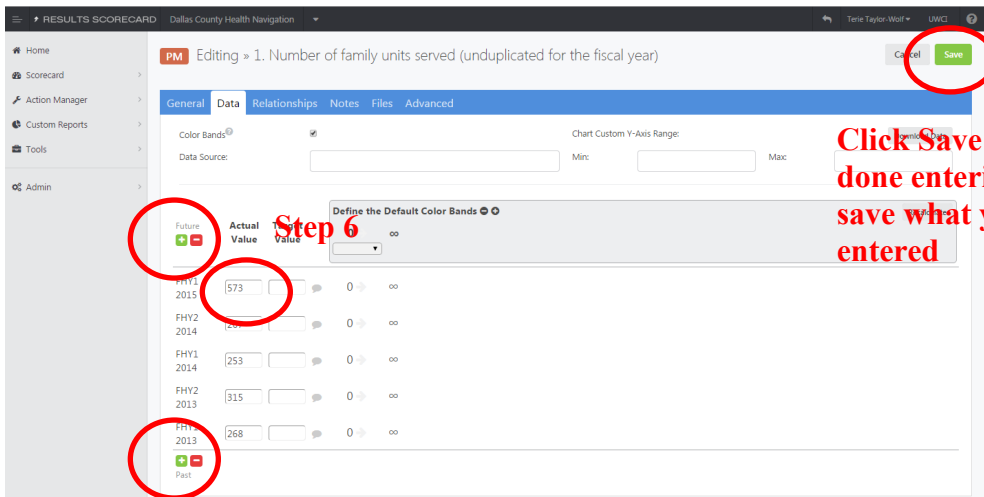


**Step 5:** Click on the Data tab (do not enter data or make any changes in the general tab)



**Step 6:** Make sure that the Data tab is highlighted. To add data, click on the + sign under “Future” to add more time periods, click on the + sign under “Past” adds more time periods in the past. Put data value in the “Actual Value” box. Then click “Save” to save your data. **WARNING:** If you click on “-” sign it will delete the time period and your data. Leave target value empty. **UWCI will enter benchmark data where needed.**

You will not be able to add numerical values to the performance measures that begin with “Percent” or end with “ANNUALIZED”. These measures have a formula associated with them, based upon other performance measures. When you enter data into these other performance measures, the calculated performance measure will automatically change.



Congratulations! You have added your data to your scorecard.

Below is a table to assist with the timing of entering data into Results Scorecard. The Fiscal Year is the year ending on June 30. For example, July 1, 2016 – June 30, 2017 is FY17.

TimeFrame	Date Range
Q1	July 1-Sept. 30
Q2	Oct. 1-Dec. 31
Q3	Jan. 1-March 31
Q4	April 1-June 30
HY1	July 1-Dec. 31
HY2	Jan. 1-June 30
Y	July 1-June 30

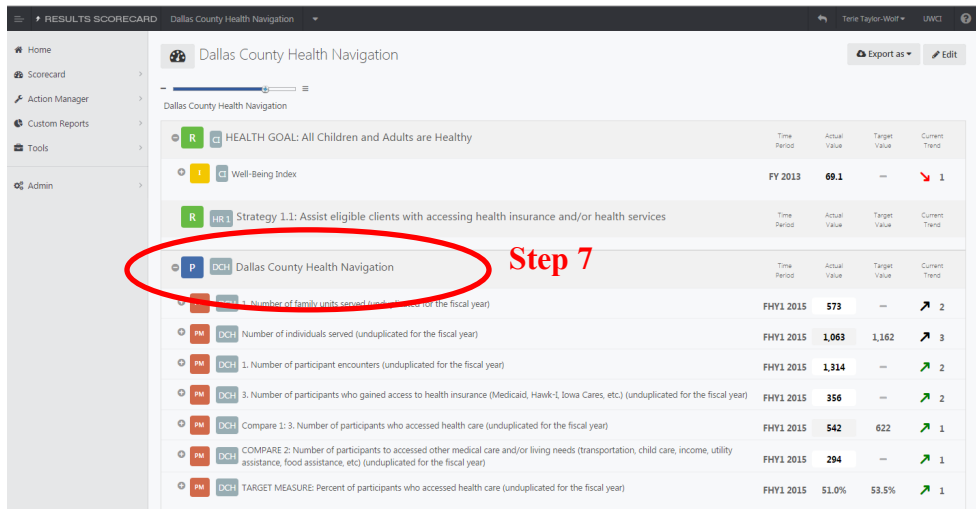
**THE ONLY NARRATIVE REQUIRED FOR THE JANUARY 2021 DEADLINE IS SUCCESS STORY.**  
 A release form must be uploaded for the Success Story.

**Step 7: Updating Program information: SUCCESS STORY only in January 2021**

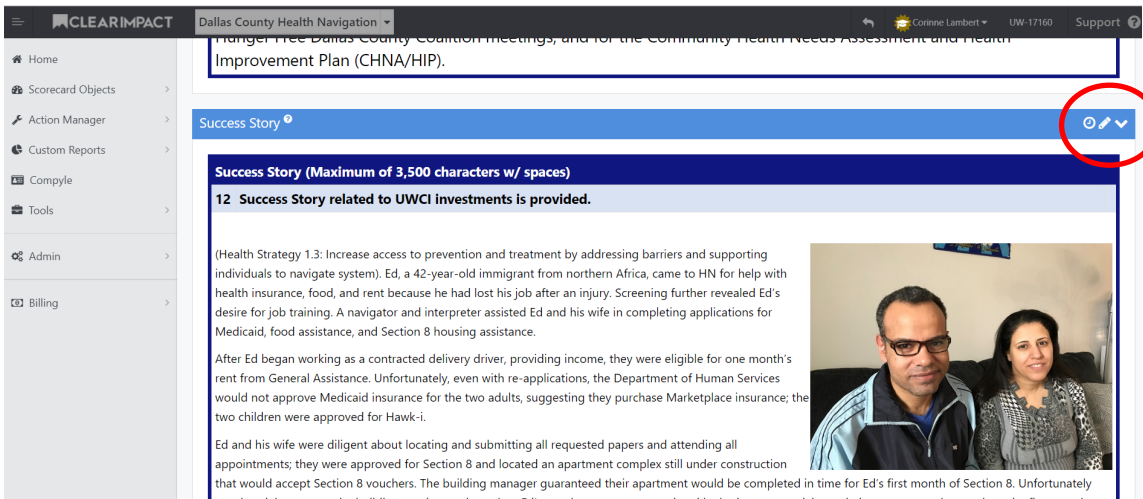
You will need to review and edit or answer the following question pertaining to your program:

1. Success Story

You will find this area by clicking on the program name



**Step 8:** This screen below will open. Scroll down to the Success Story section. In the Success Story section, click on the pencil figure to open the writing area. When finished, click on the “disk icon” on the far right to save.



**Step 8**

**Click on the pencil icon to write your narrative material, click on the “disk icon” to save**

**Step 9:** At the very bottom, you will find the Upload File button. Click on the button and upload your completed “Release Form for Success Stories”

Please use the file name structure of: agency\_program\_FY22 (Example: Oakridge\_BeReal\_FY22)

The screenshot shows a web application interface for Dallas County Health Navigation. It features a table with several rows of metrics, each with a 'PM' icon, a 'DCH' icon, a description, and numerical values for 'FHY1 2015'. Below the table is an 'Actions' section with a table header including 'Name', 'Assigned To', 'Status', 'Due Date', and 'Progress'. To the right of the 'Actions' section is a 'File Attachments' panel with an 'Upload File' button circled in red. The panel lists three files: 'DCPHNS FINAL LOGO.jpg', 'signedreleases.pdf', and 'SuccessStoryPhoto.jpg', each with a trash icon.

	FHY1 2015	VALUE
1. Number of family units served (unduplicated for the fiscal year)	FHY1 2015	573
Number of individuals served (unduplicated for the fiscal year)	FHY1 2015	1,063
1. Number of participant encounters (unduplicated for the fiscal year)	FHY1 2015	1,314
3. Number of participants who gained access to health insurance (Medicaid, Hawk-1, Iowa Cares, etc.) (unduplicated for the fiscal year)	FHY1 2015	356
Compare 1: 3. Number of participants who accessed health care (unduplicated for the fiscal year)	FHY1 2015	542
COMPARE 2: Number of participants to accessed other medical care and/or living needs (transportation, child care, income, utility assistance, food assistance, etc) (unduplicated for the fiscal year)	FHY1 2015	294
TARGET MEASURE: Percent of participants who accessed health care (unduplicated for the fiscal year)	FHY1 2015	51.0%

Name	Assigned To	Status	Due Date	Progress
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File Attachments

- DCPHNS FINAL LOGO.jpg
- signedreleases.pdf
- SuccessStoryPhoto.jpg

**Step 9**

**Use Upload File button to upload the file (Release form for Success Stories) from your computer.**

To Print the report as it will be printed for volunteers - Instructions:

**Step 1:** Click on the file next to the Program Name for the Scorecard. You will notice that the “What We Do”, “Who We Serve”, “How we Impact”, and “Success Story” will appear. If you click on the SUCCESS STORY ONLY, the narrative section will open.

Link Associates: Leisure Services

What We Do

Link Associates' Leisure Services is a community-based leisure program for individuals with intellectual and physical disabilities, structured similarly to a community parks and recreation program and is a fee-based service. It is the primary source of recreation and leisure programming in Central Iowa for people with disabilities. Leisure Services has partnered with United Way for over 50 years aligning with and moving the needle in the "Health" Initiative. Annually, three seasonal brochures filled with a variety of activities are mailed to over 400 consumers, parents/guardians, and agencies, during each calendar year (also available on Link's website). Participants can register for activities offered seasonally in brochures distributed Jan.-April, May-August & Sept.-Dec, with each including a comprehensive array of ongoing and established programs. Due to the unique registration schedules of the Leisure program, data reports are made on an annual basis to United Way of Central Iowa Results Scorecard.

UWCI funds currently support 62% of the direct and indirect expenses for Leisure Services. Supplemental but not guaranteed revenues from service club and private contributions account for 20%, program participant fees 7%, miscellaneous income 3%, with Link absorbing the remaining percentage of budget loss each year (8%). Leisure Services utilizes many volunteers to assist in supporting the consumer's participation. In-kind facilities are used for primarily Special Olympic Athletic programs and dances; however, there has been a recent shift of some venues now requiring a fee. Leisure Services does not receive any government dollars from any Medicaid funding. Link has reached out to local park and recreation departments for funding but there are no additional monies. One avenue for added revenue would be to increase the registration fees, however, the participants are on fixed incomes so this is not a feasible option. It's uncertain the impact Managed Care will have on Leisure Services.

Leisure Services' goals are set to inspire individuals to improve or maintain their health, be socially connected with the community and peers, and avoid risky behaviors. The program offers comprehensive, year-round leisure programming options designed to address a consumer's social, cognitive, physical, and emotional needs essential for health and life satisfaction. Programs and activities include leisure education classes, community awareness and integration instruction, sports and fitness training, Special Olympic Athletics, social opportunities, cultural experiences, and travel opportunities. Programs are very popular and frequently have waiting lists. To ensure individuals who are most at risk are given priority, during the registration process individuals with less support, 0-30 hours per week, are given first choice to attend.

Link Leisure Services employs one Leisure Manager, two Leisure Specialists, Recreation Aide/Drivers, with many community volunteers complementing paid personnel. Qualified and competent professionals are crucial to specialized leisure programming. Link employs nationally Certified Therapeutic Recreation Specialists (CTRS) who facilitate, manage and direct programming. Therapeutic Recreation is an internationally recognized therapeutic discipline. Certified therapists must complete a four-year degree encompassing extensive coursework, an internship and practical experiences and successful completion of a national certification exam. Link is the only provider in central Iowa utilizing CTRS professionals for both program delivery and management. Leisure supplements organizational programs through Therapeutic Recreation Services in Link's Day Habilitation programs. Services in Day Habilitation are set apart from vocationally based curriculum providing individual and group activities.

PM	P-I-A-L-S	Link Associates: Leisure Services	Time Period	Actual Value	Benchmark	Baseline % Change
PM	P-I-A-L-S	COMPARE: Number of unduplicated consumers participating in programs	FY 2017	457	--	--
PM	P-I-A-L-S	Number of volunteers utilized for the program	--	--	--	--
PM	P-I-A-L-S	Number of volunteer hours	--	--	--	--

Are Clients Better Off?

P	P-I-A-L-S	Link Associates: Leisure Services	Time Period	Actual Value	Benchmark	Baseline % Change
PM	P-I-A-L-S	TARGET MEASURE: Percent of consumers with the greatest risk of social isolation that participated in programs (unduplicated for the fiscal year)	FY 2017	77.4%	77.4%	2% ↑
PM	P-I-A-L-S	Number of consumers living independently or with less than 90 hours of support per week (unduplicated for the fiscal year)	FY 2017	195	190	31% ↑

**Step 2:** Then, Under the ARE CLIENTS BETTER OFF? on your scorecard, click on the + to expand all of the performance measures so you can see the trend line.

Are Clients Better Off?

P-I-A-L-S	Link Associates: Leisure Services	Time Period	Actual Value	Benchmark	Baseline % Change
P-I-A-L-S	TARGET MEASURE: Percent of consumers with the greatest risk of social isolation that participated in programs (unduplicated for the fiscal year)	FY 2017	77.4%	77.4%	2% ↑
P-I-A-L-S	Number of consumers living independently or with less than 90 hours of support per week (unduplicated for the fiscal year)	FY 2017	195	190	31% ↑
P-I-A-L-S	Number of consumers with the greatest risk of social isolation that participated in programs (unduplicated for the fiscal year)	FY 2017	151	147	30% ↑
		FY 2016	139	147	20% ↑
		FY 2015	138	147	19% ↑
		FY 2014	135	--	16% ↑
		FY 2013	131	--	13% ↑
		FY 2012	115	--	-1% ↓
		FY 2011	116	--	0% →

Line Chart Data:

Fiscal Year	Actual Value
FY 2013	131
FY 2014	135
FY 2015	138
FY 2016	139
FY 2017	151
FY 2018	147
FY 2019	147
FY 2020	147



Step 3:

Go to the top of the page and select Export, select .PDF file. It will download and you can then print.

The screenshot shows a dashboard for 'Link Associates: Leisure Services'. At the top right, there is an 'Export' button circled in red, along with an 'Edit' button and a help icon. The dashboard content is organized into sections: 'Leisure Services', 'Link Associates: Leisure Services', and 'Are Clients Better Off?'. Each section contains a table of performance metrics.

Section	Item	Time Period	Actual Value	Benchmark	Baseline % Change
Leisure Services	HEALTH GOAL: Increase the Well-Being Index Score from 61.5 in 2014 to 64.5 by 2020				
	Well-Being Index	FY 2016	63.80	64.50	4% ↑
	Health Result 2: Social and Emotional Well-Being				
	Social Well-Being Index	FY 2016	61.40	—	2% ↑
Link Associates: Leisure Services	Link Associates: Leisure Services				
	COMPARE b: Number of unduplicated consumers participating in programs	FY 2017	457	—	—
	Number of volunteers utilized for the program		—	—	—
	Number of volunteer hours		—	—	—
Are Clients Better Off?	Link Associates: Leisure Services				
	TARGET MEASURE: Percent of consumers with the greatest risk of social isolation that participated in programs (unduplicated for the fiscal year)	FY 2017	77.4%	77.4%	2% ↑
		FY 2016	76.4%	77.4%	0% →
		FY 2015	75.0%	77.4%	-2% ↓

## How to Unduplicate clients

It is really important to unduplicate your clients so your "TARGET MEASURE" does not show over 100%. The following should help with understanding how to do that. If you have questions, please contact your data lead.

Data collected by you:

Yr1	Enrollment measure	outcome measure	Yr2	Enrollment measure	outcome measure
Phillip	1st half	1st half	Kate	1st half	No outcome
Tony	1st half	1st half	Bill	1st half	No outcome
Kyle	1st half	2nd half	Walker	1st half	No outcome
John	1st half	2nd half	Kristin	1st half	2nd half
Kane	1st half	1st half	Jody	1st half	1st half
Myra (1st time enrollment in Aug and left in Sept)	1st half	No Outcome	Jane	2nd half	2nd half
Myra (reenrolled in Nov)	1st half but do not count Myra	No Outcome	Josh	1st half	2nd half
Tim	1st half	1st half	Myra	1st half	2nd half
Jane	2nd half	No Outcome	Tim	2nd half	2nd half
Josh	2nd half	2nd half	Rosy	2nd half	2nd half
Rosy	2nd half	2nd half			

Results Scorecard View:

Year 1	at the end of 1st half	at the end of the year	Annual
number of clients served	7	3	10
# achieved outcome	4	4	8
Target Measure	57%	133%	80.0%

Year 2	1st half	2nd half	Annual
number of clients served	7	3	10
# achieved outcome	1	6	7
Target Measure	14%	200%	70.0%

## Question?

For **Health and Education Results 1 and 2 (School Readiness & Early Grade Success)** Programming,  
contact Terie Taylor-Wolf at 246-6529 or e-mail at [terie.wolf@unitedwaydm.org](mailto:terie.wolf@unitedwaydm.org)

For **Income and Essential Needs and Education Results 3 and 4 (Middle School Success & High School Success)** Programming,  
contact Corinne Lambert at 515-553-3679 or e-mail at [corinne.lambert@unitedwaydm.org](mailto:corinne.lambert@unitedwaydm.org)