Hawkeye Area Community Action Program, Inc.	Policy # 253
	Page 1 of 2
Measuring Effectiveness of Agency to Meet the Mission	
	Effective: August 10, 2015
APPROVED BY: HACAP Board of Directors **October 22, 2026**	**Revised: May 25, 2023**

Policy Statement

The Agency shall assess its performance and effectiveness and of determining future actions required to achieve its mission, no less than every three years.

Standard Operating Procedure

HACAP will define measurable goals, benchmarks, and measurements for its major programs. Programs will enter their data into the agency reporting system on a monthly basis.

All data will be reviewed by the appropriate program and corporate team members. HACAP's Data Analyst and program teams will provide feedback to agency leaders on the impact of services.

HACAP will implement a measurement system that is consistent with the requirements of Better Business Bureau Wise Giving Alliance Stands for Charity Accountability for the HACAP Food Reservoir.

All information will be used to plan future operations at HACAP.

Process Manager

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	Page 2 of 2
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This policy was written by the Human Resource Department for use by all HACAP operations. Questions regarding this policy should be directed to the Human Resources Department at 319-393-7811.