



HASS Rubric: Foundations

What informs KPI creation?

Terminology

1. **Key Performance Indicator (KPI):** a quantifiable measure used to evaluate the success of an organization, employee, etc. in meeting objectives for performance.
2. **S.M.A.R.T.:** **S**pecific (simple, sensible, significant). **M**easurable (meaningful, motivating). **A**chievable (agreed, attainable). **R**elevant (reasonable, realistic and resourced, results-based). **T**ime bound (time-based, time limited, time/cost limited, timely, time-sensitive).

Beginner

Organizational KPIs are created based on compliance with grant, legal, or budget requirements

Intermediate

Organizational KPIs are created based on data-driven analysis and compliance with grant, legal, or budget requirements. Data-driven analysis may include information collected from pets in care, lost and found reports, foster data, medical data, or other tracking done by the organization.

Advanced

S.M.A.R.T. KPIs are created based on data-driven analysis and compliance with grant, legal, or budget requirements. Data-driven analysis may include information collected from pets in care, lost and found reports, foster data, medical data, supported self-rehoming data, pet support, case management, or other tracking done by the organization. Staff, volunteers, and key stakeholders may contribute to KPI creation.