

Measuring and Evaluating Performance

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Measuring and evaluating the performance of the resource center can be done using various indicators of success. One of the indicators of the success of the resource center is the number of children that are being supported which go hand in hand with the number of staff involved in the service delivery. A resource center that is perceived to be failing is likely to experience very high staff turnover as compared to an agency that is perceived to be doing well. Thus, when various professionals are “willing to volunteer” their services to the resource center, then it will be a sign of success. Similarly, the other thing that will indicate the success of the resource center is when there is an increasing number of people who are coming to seek help from the agency. An improved population may imply that the community has faith in the agency while increasing number of referrals may mean that the resource center is providing better services (Homan, 2015). Apart from the number of people coming to seek help individually, there is also an aspect of referrals. The percentage of referrals is an indication that various stakeholders, as well as other social work agencies, have faith in the resource center. Therefore, increasing percentage of referrals is one of the factors that will indicate the success of the resource center.

The other factor that would help indicate the level of success of the resource center is the number of people willing to donate either money or other useful things to the resource center. It is a fact that the resource center cannot operate without money. As much we intend to partner with the school. Still, there is need to raise money to improve the services offered by the resource center. The number of people who are willing to support the organization in one way or the other will help give insight on the public goodwill towards the resource center. Many donations would imply two things. The first one is that the organization is changing other peoples’ lives and many people would want to become part of the change. It also indicates how

effective the resource center is in treating children with ADHD. Secondly, increased donations will increase the chances of growth of the resource center.

The overall academic improvement of the school may also be an indicator of success as far as educational evaluation is concerned in the resource center. ADHD is a condition that normally interferes with the academic performance of the children. When the problem is dealt with appropriately then it is peoples' expectation that there would be some level of academic improvement. Therefore, one of the factors that would indicate the success of the resource center is the general improvement of academic performance of the school. It would show the impact that the resource center has on the community.

Every other organization will often wish to succeed in whatever things they are doing, and so is the resource center. The needs of kids with ADHD can't be met only with the regular education classrooms. They need special programs as well as related aids and services offered in other settings. However, there is no meaning of having a resource center if it can't attain the anticipated objectives as far as social work and human services are concerned.

Reference

Homan, M. (2015). Promoting community change (6th ed.). Cengage learning publication.

Wronka, J. (2017). Human rights and social justice (2nd ed.). Sage publication.

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