

t2 Four Point Performance System Gap Analysis
SAMPLE

Objective:

Through the creation of small, caring communities, our YMCA will build long-term relationships among members and staff that foster a sense of belonging, service to others, and the joy of giving. By 2020, our goal is to have 50% of members engaged in building stronger communities through sharing their time, talents or treasure.

| <i>FROM</i> | <i>TO</i> | <i>ACTION NEEDED</i> |
|--|--|--|
| 8% of members as annual donors | 35% of members as annual donors | <ul style="list-style-type: none"> ❖ Continuous interruption of mission and impact ❖ Friend raising efforts focused on members ❖ Increase exposure to larger work of the YMCA |
| Staff as service providers | Staff as partners | <ul style="list-style-type: none"> ❖ Relationship training ❖ Smaller staff to member ratios ❖ Focus on member needs ❖ Formalized communication process |
| 5% of members as Program Volunteers | 30% of members as Program Volunteers | <ul style="list-style-type: none"> ❖ Process for cultivating/recruiting ❖ Staff skills in working with volunteers ❖ Enhanced recognition programs |
| 30% of member units with 5 years or more seniority | 50% of members with 5 years or more of seniority | <ul style="list-style-type: none"> ❖ Determine cause ❖ Create accountability ❖ Involve members in developing strategy |
| 3000 teens involved in community service projects | 10,000 teens involved in service projects | <ul style="list-style-type: none"> ❖ Create expectation as part of all Teen groups ❖ Identify projects ❖ Provide training, recognition, reward |