



Leveraging America's Social and Economic Resilience TANF Learning Community (LASER TLC)

TANF Program & Stakeholder Engagement Performance Assessment

Background on the Assessment Instrument

The TANF Program & Stakeholder Engagement Performance Assessment collects perceptions and feedback from TANF programs and their priority internal and external stakeholders in support of TANF program improvement efforts. The tool is derived from several partnership assessment instruments (see Appendix A for Listing of Assessments and Resources). This Assessment Instrument is also directly linked to the Effective Stakeholder Engagement Framework utilized by the LASER TLC sites.

The instrument analyzes the dynamics of the working relationship between the TANF program and stakeholders using indicators of engagement performance. Specifically, it assesses the effectiveness of their engagement on the four key components of the Effective Stakeholder Engagement Framework: (1) Relationships; (2) Communications; (3) Consultation; and (4) Decision-Making. Each performance indicator is evaluated using the criteria of Very Satisfied; Satisfied; Dissatisfied; or Very Dissatisfied. Open-ended comments can be included for each component of the Effective Stakeholder Engagement Framework.

Completing the Assessment

The instrument generates a “360 perspective” on the TANF program/stakeholder engagement process. The assessment will be most valuable and insightful when completed by TANF program staff and the staff of a specific priority stakeholder governmental unit or community agency with direct involvement in program/stakeholder engagement activities.

The tool also ensures appropriate individual confidentiality. Therefore, only the name of the state, county, tribe, and the stakeholder unit or agency should be entered in addition to the date a staff member of the TANF program or the stakeholder completes the instrument.

Applying Assessment Information

Completed performance assessments should be thoroughly reviewed by TANF program staff and their stakeholders. Performance indicators which TANF program staff and stakeholders consistently rate as “Very Satisfied” or “Satisfied” for the four key components of stakeholder engagement confirm the positive and productive nature of the engagement process, and reinforce the merit of maintaining successful engagement activities. When completed assessments from one or both parties’ consistently rate performance indicators as “Dissatisfied” or “Very Dissatisfied,” both the TANF program and the stakeholders are encouraged to work together to understand why they are assessed that way and agree on actions that can improve the engagement process. In some situations, an entire key engagement component may require attention while in other cases only specific indicator(s) within a component may need to be addressed.

TANF PROGRAM/STAKEHOLDER ENGAGEMENT PERFORMANCE ASSESSMENT INSTRUMENT

TANF PROGRAM _____ STAKEHOLDER UNIT/AGENCY _____

DATE PROGRAM STAFF COMPLETE TOOL _____ DATE STAKEHOLDER STAFF COMPLETE TOOL _____

		RATING			
Stakeholder Engagement Framework Components	Performance Indicators	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Effective Relationships	The TANF program and the stakeholder are fostering trust as the basis for working together.				
	The TANF program and the stakeholder are actively listening to each other's issues and concerns.				
	The TANF program and the stakeholder are reaching a mutual understanding of each other's needs.				
	The TANF program and the stakeholder are acquiring a deeper awareness of each other's motivations for change.				
	The TANF program and the stakeholder are agreeing on their respective roles and responsibilities for program improvement.				
	The TANF program and the stakeholder are relating in ways encouraging the stakeholder to become a champion.				
	The TANF program and the stakeholder are following through with actions consistent with their stated intentions.				
	The TANF program and the stakeholder are comfortable addressing complicated issues which have no easy answers.				
Open-Ended Comments:					

Stakeholder Engagement Framework Components	Performance Indicators	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Effective Communications	The TANF program and the stakeholder are establishing and maintaining honest and transparent communications.				
	The TANF program and the stakeholder are supporting respectful interactions and conversations.				
	The TANF program and the stakeholder are specifying clear goals and tangible outcomes.				
	The TANF program and stakeholder are identifying and clarifying critical information with each other.				
	The TANF program and the stakeholder are acknowledging and accommodating differences in communication styles.				
	The TANF program and the stakeholder are maintaining open lines of communication.				
	The TANF program and the stakeholder are utilizing preferred communications methods and channels.				
	The TANF program and stakeholder are sharing negative thoughts and feelings with each other in support of honest exchanges.				
Open-Ended Comments:					

Stakeholder Engagement Framework Components	Performance Indicators	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Effective Consultation	The TANF program and the stakeholder are establishing a working consensus for program improvement areas where consultation is necessary for success.				
	The TANF program and the stakeholder are using agreed upon consultation methods seen as relevant and appropriate.				
	The TANF program and the stakeholder are jointly approving consultative ground rules and procedures.				
	The TANF program and the stakeholder are appreciating and valuing each other's ideas and advice.				
	The TANF program and the stakeholder are providing constructive feedback on each other's contributions.				
	The TANF program and the stakeholder are building a foundation for collective action and maximizing coordination.				
	The TANF program and the stakeholder are taking the time to assess the quality of their consultation process.				
	The TANF program and the stakeholder are implementing consultation methods recognized as socially and culturally appropriate.				
Open-Ended Comments:					

Stakeholder Engagement Framework Components	Performance Indicators	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Effective Decision-Making	The TANF program and the stakeholder are implementing inclusive and participatory decision-making opportunities.				
	The TANF program and the stakeholder are establishing ground rules and streamlining procedures for open and active decision-making.				
	The TANF agency and the stakeholder are making decisions aligned with their common goals and objectives.				
	The TANF agency and the stakeholder are ensuring the decision-making process includes who is responsible, who is accountable, who needs to be consulted, and who needs to be informed.				
	The TANF program and the stakeholder are actively incorporating the voice of TANF families in decision-making efforts.				
	The TANF program and the stakeholder are working to reach decision-making consensus where differences of opinion exist.				
	The TANF program and the stakeholder are routinely revisiting and assessing their decision-making process.				
	The TANF program and the stakeholders are reviewing decisions made and examining their consequences.				
Open-Ended Comments:					

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Appendix A: Stakeholder Engagement Performance Assessment Instrument Performance Indicator Sources

The TANF Program/Stakeholder Engagement Performance Assessment collects perceptions and feedback from TANF programs and their priority internal and external stakeholders in support of TANF program improvement efforts. The tool is derived from several partnership assessment instruments linked below.

Partnership Evaluation:

<https://www.cdc.gov/obesity/downloads/partnershipevaluation.pdf>

Partnership Assessment Tool:

https://atrium.lib.uoguelph.ca/xmlui/bitstream/handle/10214/3129/Partnership_Self-Assessment_Tool-Questionnaire_complete.pdf?sequence=1&isAllowed=y

Partnership Effectiveness Continuum:

<https://www.wallacefoundation.org/knowledge-center/Documents/Quality-Measures-Partnership-Effectiveness-Continuum.pdf>

Partnership Assessment Toolkit:

https://www.elrha.org/wp-content/uploads/2014/08/PAT_Interactive_e-1.pdf

Making Community Partnerships Work: A Toolkit

<https://aapcho.org/wp/wp-content/uploads/2012/02/Giachello-MakingCommunityPartnershipsWorkToolkit.pdf>

Partnership Self-Assessment Toolkit:

https://iapo.org.uk/sites/default/files/current/resources/LHAZ_Partnership_selfassessment_toolkit.pdf

The Partnership Toolbox:

http://assets.wwf.org.uk/downloads/wwf_partnershiptoolboxartweb.pdf