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ProCapacity INDEX™

Women Deliver 2013

Tech and Tech Tuesday

May 28, 2013

Dawn Crosby, Abt Associates

Maggie Louie, Planned Parenthood Global



Measuring Capacity

- To build capacity, it must be measured
- Existing capacity assessment tools tend to be self-assessment oriented and/or adjectival
- Numerical industry averages would allow for benchmarking
- There is a need for a quantitative tool which measures capacity and sustainability in a consistent and objective manner and creates a ***comparability function***



impetus for developing the ProCapacity Index™



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The ProCapacity Index™ – a different tool



- Mixed methods tool which uses a balanced scorecard approach; comprised of 28 indicators across three pillars:
 - Financial Strength
 - Programmatic Performance
 - Organizational Development
- Data sources include:
 - Financial statements
 - Programmatic data (includes clinical data for health clinics version)
 - Key informant interviews
 - Employee survey
 - Client or beneficiary survey
 - Other sources (e.g. operating manuals, annual/technical reports, by-laws, etc.)



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How ProCap Works

Financial Strength Score

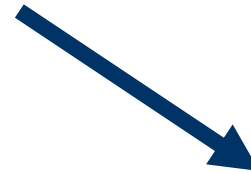
Strength of NGO's balance sheet and income statement

Programmatic Performance Score

Technical metrics related to social mission of organization

Organizational Development Score

Quality of NGO's systems, management and staff



Overall Score

100-point system

A Look at the Tool – Entry Page



ProCap Index - Health Clinics



Name of organization:

Country: MALAWI

Date Indexed: May 2012

Total Score: 40 Fragile

95 - 100 Model
85 - 94 Strong
75 - 84 Stable
55 - 74 Developing
54 and below Fragile

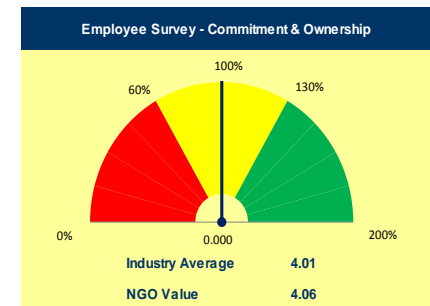
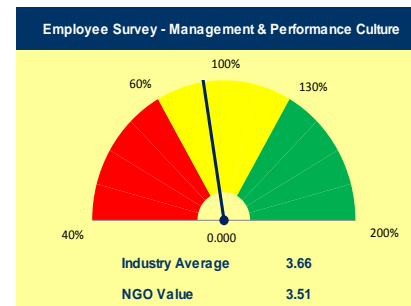
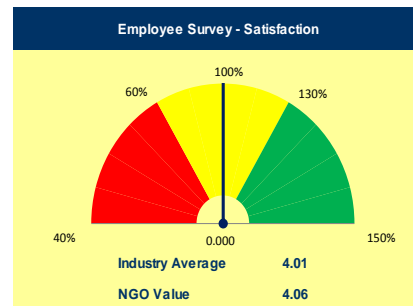
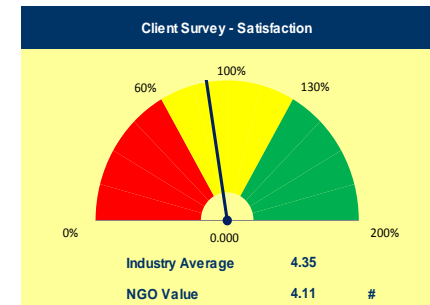
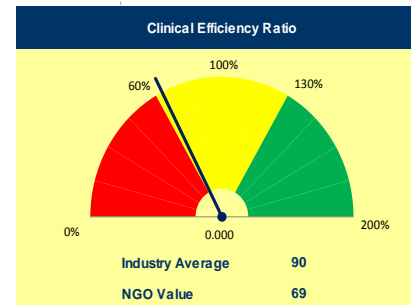
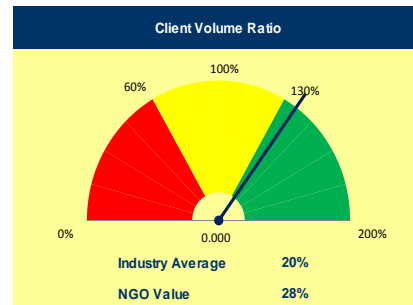
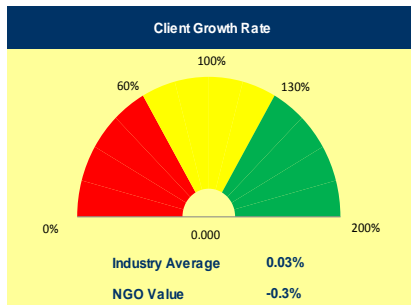
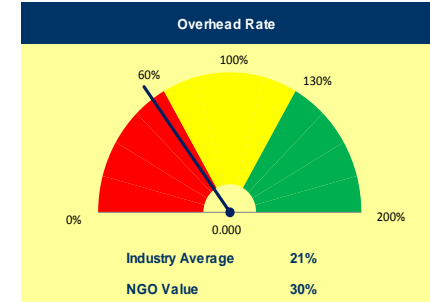
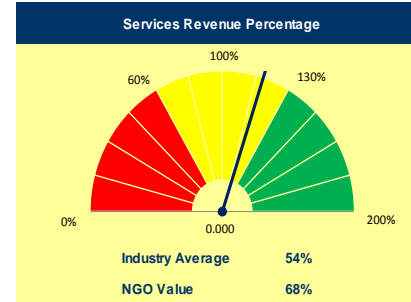
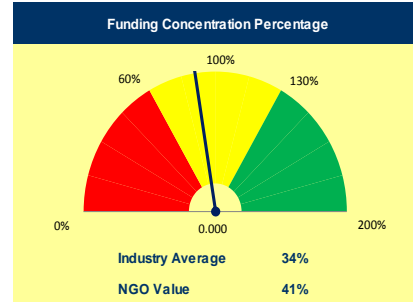
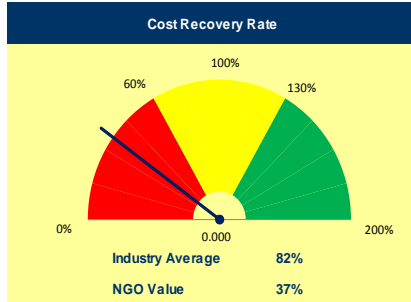


Dashboard



Financial Strength	Programmatic Performance	Organizational Development
Financial Score Details	Programmatic Score Details	Organizational Score Details
Financial - Raw Data	Client Survey Results	Employee Survey Results
	Programmatic - Raw Data	Institutional Assessment Results
	Client Survey – Raw Data	Employee Survey – Raw Data

A Look at the Tool - Dashboard



ProCapacity: Advocacy

Some Example Indicators



Financial

Defensive Interval
– Salaries

Funding
Concentration &
Diversification

Programmatic

Technical Capacity
– Training

Collaboration &
Linkages – Recent
Contacts

Organizational

Employee Survey
– Performance
Culture

Expert
Assessment –
Adaptive Capacity





THANK YOU!!!

For more information, please visit
the ProCapacity Index™ booth

