

Introduction to the CRS Partnership Scorecard

WHAT IS THE PARTNERSHIP SCORECARD?

The Partnership Scorecard is an online tool developed by Catholic Relief Services (CRS) that provides CRS and its partners with a way to reflect jointly and measure progress in their organizational relationship and capacity strengthening efforts. The scorecard provides a tool for CRS and its partners to rate their satisfaction and give feedback on different aspects of the partnership according to CRS' partnership principles and capacity strengthening approach.

There are two versions of the Partnership Scorecard, one for partners and one for CRS, which follow the same format and include the same issues and processes. The scorecard is available in online and offline formats in four languages: Arabic, English, French and Spanish. The supporting documents: "How to get Started with the CRS Partnership Scorecard", and "The CRS Partnership Scorecard User Manual" are also available in these four languages.

WHY USE THE PARTNERSHIP SCORECARD?

CRS and its partners use the Partnership Scorecard to support and sustain their relationship by:

- Learning about their successes with partnership and capacity strengthening in order to communicate these successes and lessons learned internally and externally;
- Focusing attention on partnership and capacity strengthening issues and processes in the following areas:
 - Partnership;
 - Transparency and accountability (to beneficiaries and to one another);
 - Capacity strengthening efforts;
 - Civil society development;
 - Overall value-added.
- Identifying and discussing the differences and similarities between CRS and partner staff perceptions on partnership and capacity strengthening issues;
- Collecting data on opportunities and challenges related to improving partnership and capacity strengthening and, in turn, contributing to collaborative annual planning;
- Conducting longitudinal assessments of one partnership and a series of partnerships to understand improvements in partnership and capacity strengthening;
- Measuring achievements of some outcomes of strategic priorities.

USING THE PARTNERSHIP SCORECARD

Before conducting the Partnership Scorecard, it's important that CRS staff work together with its partner for at least six months. The scorecard may be used with one partner at a given time or with several partners simultaneously. The scorecard should be used at least annually. The scorecard should be completed by both CRS and its partner staff each time it's used.

For either CRS or its partner there is no fixed number of staff that should complete the Partnership Scorecard. It's recommended that the process include CRS and its partner's top and middle level management staff. Participation should be diverse, using a cross-section of each organization, representing different departments and job functions, both in program quality and management quality. A critical number of staff in both CRS and its partner organization should complete the scorecard to get accurate results.

Once CRS and its partner have decided to use the Partnership Scorecard, they undertake a process that includes the following steps:

- Staff are identified to participate in the scorecard exercise and prepare by setting dates well in advance for each step of the process;
- A staff orientation is conducted that includes a discussion of the value of open and transparent feedback in order for the scorecard to be useful;
- The scorecards are completed by staff and provide the 'raw data' for an average score of each organization's responses to each scorecard statement;
- The results of the scorecard are used in a joint CRS/partner meeting;
- The CRS/partner meeting culminates in development of an annual joint CRS/partner action plan that addresses weaknesses, or other improvements as needed;
- CRS and its partner revisit the action plan, after six months, in order to review progress and to make any necessary plan alterations for the remaining six months;
- Finally, each discussion is documented and archived.

Currently, the Partnership Scorecard is used only by CRS and its partner organizations. If you would like to learn more about the Scorecard, please contact the CRS office in your country. For all other inquiries send your message to partnership@global.crs.org.

