



Instructions for Ministry Evaluation & Scoring

This tool is designed to assess your ministry's readiness and effectiveness for participation in the program. Using the provided evaluation grid, you will assign a **numerical score**.

Step 1: Evaluate Your Ministry Using the Grid

Rate your ministry in each of the following categories on a scale from **1 to 5** based on the provided criteria:

1. **Leadership & Governance** – Strength of leadership, accountability, and training.
2. **Community Engagement** – Effectiveness in serving and connecting with the community.
3. **Faith Integration** – Depth of spiritual impact and faith-centered programming.
4. **Financial Health & Sustainability** – Stability of funding and financial management.
5. **Program Impact** – Ability to measure and demonstrate meaningful outcomes.
6. **Innovation & Growth** – Willingness to adapt, improve, and implement best practices.

Step 2: Assign a Score (1-5) Per Category

- **1-2:** Needs major improvement
- **3:** Functional but requires growth
- **4-5:** Strong and effective

Step 3: Submit Your Total Score

- Add up all category scores for a **total numerical score** and send it to Lisa Miller.

We look forward to reviewing your information and partnering with you to advance innovative and impactful ministry practices!

Questions? Contact Lisa Miller –
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	1	2	3	4	5	YOUR TOTAL
	CRISIS	VULNERABLE	SAFE	BUILDING CAPACITY	THRIVING EMPOWERED	
Emergency/ Enhanced Shelter	Lack staff, beds, benchmarks, structure, and planning	Minimal staff, large # of beds, minimal structure	Adequate staff: bed ratio, structured to meet guest needs,	Case management staff added to shelter staff; established benchmarks for change	Guests progressing through programs or into self- sufficiency	
Data	No systems (computers/software) to support equipment	Outdated systems/software; broken or missing equipment	Systems and equipment currently function but are not sustainable for growth	Systems updated, meeting current to (most) future needs	Strategic plan to meet future needs	
Programs	No "Philosophy of Care," training, policies, procedures; significant staff concerns	Minimal vision, goals, strategies; nothing codified or communicated; minimal policies and procedures; newer staff; minimal training	Some goals: strategies codified and communicated; some training established; updated policies and procedures	Policies/procedures reflect Industry standards / best practices; goals, strategies, vision updated / reviewed regularly; training developed / Implemented	Sharing policies / procedures with other ministries; professional development plans for staff; 5–10-year roadmap for programs; growth mindset	
One Ministry One Team	Lacking communication between departments; silos	Minimal commitment to coordinate events	Regular meetings, communication between program departments established	Regular communication between ALL departments; strategic recruitment	Communication plan from all departments; clear communication; healthy staff; high retention rates	
Organizational Health	Senior leadership not on the same page; sacred cows; no vision, goals, strategies for health/growth	Senior leadership in conflict with team members; hesitation to address sacred cows	Discussions about sacred cows; senior leadership willing to address conflict	Senior leadership resolving conflict and removing sacred cows	Senior leadership culture functioning as a dream team; still curious for growth	
Financial/ Development	Operating at a % deficit; revenue trending down; no strategic plan	Unsustainable future; minimal strategic planning	Decreasing deficit; increasing revenue	Financial stability: reserve fund established	Board-approved budget; meeting revenue targets	
Case Management	Understaffed; no budget or training	Case manager: guest ratio out of alignment; high burnout; no training	Positions are filled; training complete	Healthy guest: staff ratio; at least one senior case manager for every program	Long-term case managers; proven outcomes and success	
Volunteer Programs	No volunteers, no staff to oversee volunteer programs	Minimal staff and volunteers, little or no volunteer policies and procedures	Adequate staff and volunteers, interest in developing volunteer management standards	Senior staff support, well-developed strategies for volunteer recruitment, placement, and stewardship	Strong and capable volunteer management staff/team, strong base of committed, repeat volunteers in key positions	

TOTAL: _____