



Performance Measures – The Fundamentals

In Results Based Accountability, Performance Measures answer three (3) questions related to the effort made and the effect that the effort produced for program populations.

1. *How much did we do? (Effort)*
2. *How well did we do it? (Effort)*
3. *Is anyone better off? (Difference we made) (Effect)*



1: How much did we do? (Quantity of Effort)

People, Organizations: # contacted, engaged, served, participated, reached, or involved etc.

Activities: # delivered, completed, held, provided, performed, produced or conducted etc.



2: How well did we do it? (Quality of the Effort)

*(Examples of types though not inclusive – Shortcut = **TASCS**)*

Timeliness: % of activities, response rates, or performance etc.

Attendance: % completing, participating, increase in, level of attendance, etc.

Satisfaction: % of users or participants satisfied with service, session, experience, etc.

Costs: \$ per unit of delivery, per person, ratio expended, etc.

Standards: % of practices achieved, certifications, improvements in performance, etc.



3: Is anyone better off? (Difference we made) (Quantity & Quality of Effect)

*(Targets in what ways program participants are better off because of the program or strategy implemented. Shortcut = **BACKS**)*

Behaviors change: #/% increase/decrease, adopt new, maintain over time, etc.

Attitudes shift: #/% shifts in beliefs, values, or points of view, etc.

Circumstances change: #/% gaining, receiving, benefiting from, acquiring, etc.

Knowledge increases: #/% new or increase knowledge, understanding, etc.

Skills improve: #/% new skills, improve skills or competencies

Performance Measures at a Glance

How Much We Did	O U R E F F O R T S	How Well Did We Do
Quantity # of Participants # of Activities		Quality Examples % Timely activities % Attendance % Satisfied participants \$ Costs per unit % Standards met
Is Anyone Better Off/Difference Made		
By the #s # Behavior # Attitude # Circumstances # Knowledge # Skills	O U R E F F E C T S	By % of the Whole % Behavior % Attitude % Circumstances % Knowledge % Skills

<u>Performance Measures Ranked by Importance</u>	
<p>Important How Much We Did <i>Quantity of effort</i></p>	<p>2nd Most Important How Well We Did <i>Quality of effort</i></p>
<p>3rd Most Important # Better Off <i>Shows the numbers</i></p>	<p><u>Most Important</u> % Better Off <i>Shows the proportion of the whole</i></p>