Performance Measure
Logic Model Development

PROGRAM NAME AND ID:

DATE:

PROGRAM GOAL: (in a phrase, what does the program intend to do?)

PRIORITY AREA:

STRATEGIES ADDRESSED:

INPUTS (resources: what the program has available to work with, often money and staff)

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-

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-
-

ACTIVITIES (services: what the program does in a day)

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-
-
-
-

OUTPUTS (workload: how many/how much is produced)

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-
-
-
-
-

OUTCOMES (progress toward goals: how do you know if the program was successful?)

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-
-
-
-
-

QUALITY (satisfaction: includes customer satisfaction)

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-
-

EFFICIENCY (productivity: outputs per dollar or staff)

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-
-

Performance Measure
Logic Model Development

Performance measures need to be:
- Meaningful / Valid
- Consistent / Reliable
- Understandable / Clear
- Without Perverse Incentives
- Timely / Reportable Monthly
- Comprehensive
- Not Redundant
- Sensitive to Data Collection Costs
- Focused on Controllable Facets of Performance
- Measures for Management

Checklist Questions:
- Do the measures relate to the primary function of the program?
- Are the measures related to the marquee indicators?
- Does the program have true outcome measures that relate to the program goal?
- Can the average reader understand what the program accomplishes numerically?
- Are data missing in the table? If so, is it referenced in the notes?
- Did existing measures change? If so, is it referenced in the notes?
- Did the program meet or exceed its targets? If not, is it referenced in the notes?

Instructions for filling out the Measure Detail sheets:
1. Start with the inputs, outputs, outcomes, quality, and efficiency indicators identified on your Logic Model sheet.
2. Make sure the measures you use meet most of the performance measure selection criteria. Ask yourself the questions on the checklist about each measure.
3. Document the measures completely on the Performance Measure Detail sheets. In documenting the measures and the data, you might find logical errors.
4. Have someone outside your work unit read the measures for clarity. An outsider will notice whether it makes sense to the average reader.

Suggestions:
* Use a "mixed basket" approach to selecting measures (Use multiple types, and select some that show the direct impact of your program and some that are high-level indicators of societal impact.)
* Select output and outcome measures that go together to tell a better story. (For example, a treatment program which serves 100 people and 82% of those people sucessfully complete the program.)

BOE Performance Measure Template rev 12/05/08

PERFORMANCE MEASURE DETAIL 1

PROGRAM NAME AND ID:

DATE:

MEASURE TITLE:

MEASURE TYPE:

WHY USE THIS MEASURE : (what does this measure provide?)

DATA SOURCE AND CALCULATION METHOD: (where and how do you get the data, and how is it analyzed?)

Data Sign		FY0708 Actual	FY0809 Purchased	FY0809 Estimate	FY0910 Proposed
	DATA:				
	TARGET:				

DATA NOTES:

CONTACT PERSON AND PHONE:

ALTERNATE AND PHONE:

If data is from another source (such as the state), provide a contact person and phone number for that source as well as a County contact

PERFORMANCE MEASURE DETAIL 2

PROGRAM NAME AND ID:

DATE:

MEASURE TITLE:

MEASURE TYPE:

WHY USE THIS MEASURE : (what does this measure provide?)

DATA SOURCE AND CALCULATION METHOD: (where and how do you get the data, and how is it analyzed?)

Data Sign		FY0708 Actual	FY0809 Purchased	FY0809 Estimate	FY0910 Proposed
	DATA:				
	TARGET:				

DATA NOTES:

CONTACT PERSON AND PHONE:

ALTERNATE AND PHONE:

If data is from another source (such as the state), provide a contact person and phone number for that source as well as a County contact

PERFORMANCE MEASURE DETAIL 3

PROGRAM NAME AND ID:

DATE:

MEASURE TITLE:

MEASURE TYPE:

WHY USE THIS MEASURE : (what does this measure provide?)

DATA SOURCE AND CALCULATION METHOD: (where and how do you get the data, and how is it analyzed?)

Data Sign		FY0708 Actual	FY0809 Purchased	FY0809 Estimate	FY0910 Proposed
	DATA:				
	TARGET:				

DATA NOTES:

CONTACT PERSON AND PHONE:

ALTERNATE AND PHONE:

If data is from another source (such as the state), provide a contact person and phone number for that source as well as a County contact

PERFORMANCE MEASURE DETAIL 4

PROGRAM NAME AND ID:

DATE:

MEASURE TITLE:

MEASURE TYPE:

WHY USE THIS MEASURE : (what does this measure provide?)

DATA SOURCE AND CALCULATION METHOD: (where and how do you get the data, and how is it analyzed?)

Data Sign		FY0708 Actual	FY0809 Purchased	FY0809 Estimate	FY0910 Proposed
	DATA:				
	TARGET:				

DATA NOTES:

CONTACT PERSON AND PHONE:

ALTERNATE AND PHONE:

If data is from another source (such as the state), provide a contact person and phone number for that source as well as a County contact