

Performance Accountability

For Programs, Agencies and
Service Systems

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Performance Measures

Quantity

Quality

**How
Much**

did we do?

(#)

**How
Well**

did we do it?

(%)

Performance Measures

Effort

How hard did we try?

Effect

Is anyone better off?

Performance Measures

Effort

How

How

Much

Well

Effect

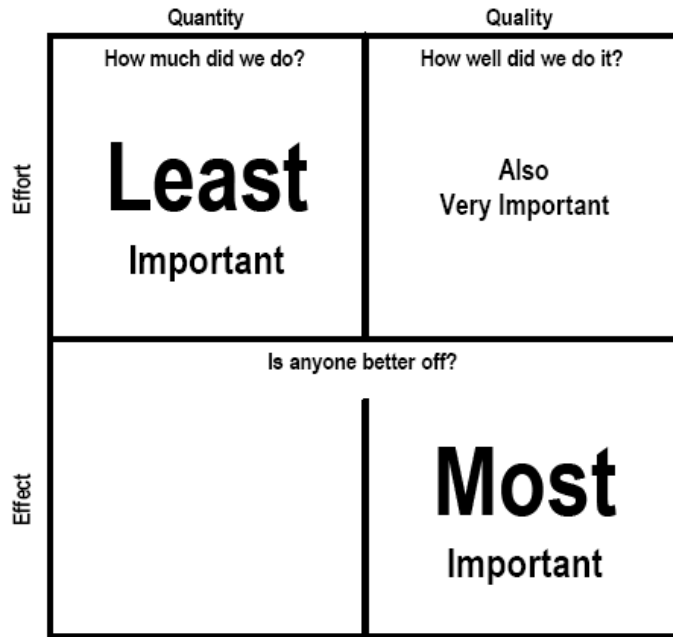
		<u>Performance Measures</u>	
		Quantity	Quality
Input Effect	Input Effort	How much service did we deliver?	How well did we deliver it?
	Output Effect	How much change / effect did we produce?	What quality of change / effect did we produce?

		<u>Performance Measures</u>	
		Quantity	Quality
Effort	Effort	How much did we do?	How well did we do it?
	Effect	Is anyone better off?	
		#	%

Types of Measures Found in Each Quadrant

<p><u>How much did we do?</u></p> <p># Customers served (by customer characteristic)</p> <p># Activities (by type of activity)</p>	<p><u>How well did we do it?</u></p> <p>% Common measures Workload ratio, staff turnover rate, staff morale, percent of staff fully trained, worker safety, unit cost, customer satisfaction: <i>Did we treat you well?</i></p> <p>% Activity-specific measures Percent of actions timely and correct, percent customers completing activity, percent of actions meeting standards</p>								
<p><u>Is anyone better off?</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; vertical-align: middle;">#</td> <td style="width: 50%; vertical-align: middle;">% Skills / Knowledge (e.g. parenting skills)</td> </tr> <tr> <td style="text-align: center; vertical-align: middle;">#</td> <td style="vertical-align: middle;">% Attitude / Opinion including customer satisfaction: <i>Did we help you with your problems?</i></td> </tr> <tr> <td style="text-align: center; vertical-align: middle;">#</td> <td style="vertical-align: middle;">% Behavior (e.g. school attendance)</td> </tr> <tr> <td style="text-align: center; vertical-align: middle;">#</td> <td style="vertical-align: middle;">% Circumstance (e.g. working, in stable housing)</td> </tr> </table> <p style="font-size: small; transform: rotate(-90deg); position: absolute; left: -40px; top: 50%; transform: translateY(-50%);">Point in time vs. Point to Point Improvement</p>		#	% Skills / Knowledge (e.g. parenting skills)	#	% Attitude / Opinion including customer satisfaction: <i>Did we help you with your problems?</i>	#	% Behavior (e.g. school attendance)	#	% Circumstance (e.g. working, in stable housing)
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Not All Performance Measures Are Created Equal



RBA Categories Account for All Performance Measures (in the history of the universe)

