Top CQI Cookbook:

Quickfire Tools for Defining and Developing a Mixture of Performance Measures

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Quiz:

Is it a Process Indicator? Output? or Outcome Indicator?

1. Percent of participants who earn better grades in the grading period following completion of the program than in the grading period immediately preceding enrollment in the program.
2. Number of participants served.
3. Percent of participants show increased financial stability.
4. Percent of Medicaid notes that are in compliance for billing.
5. Percent of participants that progress to the next educational level.
6. Number of educational materials distributed to participants.
7. Percent of participants follow proper nutrition and health guidelines.
8. Percent of financial reports submitted in a timely manner.
9. Number of life skills classes taught.
10. Percent of participants graduating from high school.
11. Number of counseling sessions conducted.
12. Percent of virus definitions being updated on agency computers.
13. Percent of quarterly participant staffings or child and family team meetings occurring.
14. Percent of participants showing a decrease in runaway behavior.
15. Percent of peer reviews are completed on a quarterly basis.
16. Number of hours of service delivered.

Quiz:
Is it a Process Indicator? Output? or Outcome Indicator?
(Answers)

1. Percent of participants who earn better grades in the grading period following completion of the program than in the grading period immediately preceding enrollment in the program. **OI**

2. Number of participants served. **OP**

3. Percent of participants show increased financial stability. **OI**

4. Percent of Medicaid notes that are in compliance for billing. **PI**

5. Percent of participants that progress to the next educational level. **OI**

6. Number of educational materials distributed to participants. **OP**

7. Percent of participants follow proper nutrition and health guidelines. **OI**

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13. Percent of quarterly participant staffings or child and family team meetings occurring. **PI**

14. Percent of participants showing a decrease in runaway behavior. **OI**

15. Percent of peer reviews are completed on a quarterly basis. **PI**

16. Number of hours of service delivered. **OP**

PI: Process
OP: Output
OI: Outcome

Template for Writing an Outcome Indicator and Target

Of the _____we serve, at least
_____will_____
_____
_____
_____
_____
_____
_____

Number and percent of (service recipients) who…

INDICATOR: Identifies what is being measured to track the program's success on an performance measure. An indicator is observable and measurable.

TARGET: The desired level of achievement of a program on its performance measure indicators.

DATA REQUIRED: Define the Numerator/Denominator

DATA SOURCE: Where are you getting the data? Where and how is the data recorded?

DEFINITIONS AND ELIGIBLITY: Who is eligible for this outcome? What does it mean? Age? Dosage?

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Mission: WHAT WE BELIEVE

PROBLEM/ISSUE STATEMENT (include population served)	RESOURCES	PROGRAM ACTIVITIES	OUTPUTS	OUTCOME	IMPACT
What is the problem or issue this program is intending to solve? Who is being served by the program?	In order to accomplish our set of activities, we need the following:	In order to address our problem or asset, we will accomplish the following:	We expect that once accomplished these activities will produce the following evidence of service delivery:	We expect this change in the client due to these activities:	We expect that if accomplished these program activities will lead to the following changes in 7-10 years.
WHAT WE BELIEVE	**WHAT WE DO**	**WHAT WE DO**	**WHAT WE DO**	**WHAT PARTICIPANTS ACHIEVE**	**WHAT PARTICIPANTS ACHIEVE**

OUTCOMES	OUTCOME INDICATOR(S)	DATA REQUIRED	DATA SOURCE	DEFINITIONS/ELIGIBILITY
We expect this change in the client due to program activities. *This column should match the outcome column on the page 1*	*How will you measure the outcome?*	*Define the Numerator/Denominator*	*Where are you getting the data?*	*Who is eligible for this outcome? What does it mean?*
WHAT PARTICIPANTS ACHIEVE	**WHAT PARTICIPANTS ACHIEVE**		**BE SPECIFIC**	

Performance Indicators Checklist

- ❑ Do your indicators make sense in relation to what they are intended to measure?
- ❑ Are your indicators directly related to the goals or outcomes?
- ❑ Are your indicators specific?
- ❑ Are your indicators measurable or observable? Can they be seen (observed behavior), heard (participant interview) or read (assessments/surveys)?
- ❑ Is it reasonable that you can collect data on the indicators?
- ❑ Is it likely within your resources to collect the data?
- ❑ Is it simple enough to be understood by multiple audiences?
- ❑ If this measure meets the goal, what will it tell you?
- ❑ If this measure is not meeting the goal, what will it tell you? Will it spur an improvement plan?
- ❑ What will you do this information once you have it?
- ❑ Do we need to more clearly define what we want to know?

Purpose
Will this measure help my organization understand how well their programs and services are working?

Benefits
Will this measure helps identify strengths and weaknesses, track progress, and make data-driven decisions?

Focus
Will this measure help my organization evaluate efficiency and effectiveness?

Frequency
How often will we report and assess the data?

Monthly

Quarterly

Annually

Best Practice in Performance Measurement
Assessment Questions

Assessing each performance measure by asking the following types of questions:

1. Is it meaningful?
2. Is it focused on participant's needs and demands?
3. Is it accurate and are reliable data available?
4. Is it simple enough to be understood?
5. Is it cost effective to collect and report the data?
6. Can the data be compared over time?
7. Is the measure compatible with other performance measures?
8. Is the measure useful to others?

Selecting key performance measures to be reported to external customers, stakeholders, and policy makers. Among the issues to be considered:

1. The key performance measures should reflect success of the objectives and should focus on achieving the expected results.
2. Outcome, efficiency, and quality indicators will be most useful for external reporting.

Determining information needs by asking the following types of questions:

1. What performance information is accumulated currently? Is the information useful?
2. What other information should be accumulated? Is the information readily available?
3. Will new data collection processes be needed and what resources will be needed?
4. How often will the information be collected?

Clearly defining each performance measure so that all users can easily understand the following:

1. The source of the data for the measure.
2. The methods used to calculate the measure.
3. The time frame for which the measure will be reported.

Establishing performance targets

1. What has past performance been?
2. What is expected in the future?

OUTCOMES ARE A PIECE OF CAKE!

CAKE | **PROJECT**

INPUTS
Ingredients, utensils, recipe...
Money, staff, resources, time...

ACTIVITIES
Measuring, mixing...
...baking, icing, slicing
Delivering counselling sessions

OUTPUTS
Cake for 10 people!
10 people receive counselling

OUTCOMES
10 people are...
...happy ...full!
10 people are...
...confident ...happy ...healthy

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