**Results Based Accountability**

 **Performance Measures Worksheet- Handout 5**

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| --- | --- |
| Program: | Date: |
| **How much did we do?** | **How well did we do it?** |
| **Is anyone better off?**  |
|  |

Instructions:

Include several people for diverse perspectives – consider: mgmt., staff, board, volunteers….

Keep the Wheat from Chaff handout handy to remind you of typical measures for each quadrant

Be mindful of not going up into the Population Result part of the work

Brainstorm first - you will cull this list down to a manageable number later in the process

Don’t limit yourself to data you currently collect

If you get stuck, ask what tells you and your peers it has been a good day vs a not so good day?

**Results Based Accountability – Performance Measures**

Separate the wheat from the chaff

|  |
| --- |
| Types of Measures found in each quadrant |
| **How much did we do?**# Customers Served# Activities# Resources | **How well did we do it?****% Common Measures:** Workload ratio, staff turnover, staff morale, worker safety, **unit cost, customer satisfaction…****% Activity Specific Measures:** On time, wait list, correct, customer completion, standards |
| **Is anyone better off?**  |
| **#** | **%**Skills/Knowledge (budgeting skills, reading skills, parenting, job skills….)Attitude/Opinion (savings are important, I can succeed in reading, parenting….Behavior (diverted % of paycheck to automatic savings, read daily, use appropriate discipline with children)Circumstance (have an emergency savings account & ca withstand small financial emergencies, housed, employed ) |