### Elements of Good Performance Measures

Ideal performance measures should be

- **Useful:** Provide valuable and meaningful information to the agency and policymakers
- **Results-Oriented:** Focus on outcomes
- **Clear:** Communicate in a plain and simple manner to all stakeholders (employees, policymakers, and the general public)
- **Responsive:** Reflect changes in performance levels
- **Valid:** Capture the intended data and information
- **Reliable:** Provide reasonably accurate and consistent information over time
- **Economical:** Collect and maintain data in a cost-effective manner
- **Accessible:** Provide regular results information to all stakeholders
- **Comparable:** Allow direct comparison of performance at different points in time
- **Benchmarked:** Use best practice standards
- **Relevant:** Assess the core function of the program or significant budget expenditures

### Agency Quarterly Reports

Each quarterly report should include the following standard items

- Agency mission statement
- Summary of key strategic plan initiatives
- Program description, purpose and budget by source of funds
- How the program links to key agency initiatives, objectives, and key performance measures
- Action plan describing responsibilities and associated due dates

### Elements of Key Agency Reports

Key Measure reporting should include

- Key performance measure statement
- Data source to measure key measure results
- Four years of historical data (if available)
- Current quarter data (both qualitative and quantitative)
- Graphic display of data as appropriate
- Explanation for measures 10 percent or more below target
- Proposed corrective action plan for performance failing to meet target
- Action plan status
- Corrective action plan for action plan items not completed

### Elements of LFC Performance Report Card

Each quarterly Report Card should include the following standard items

- Key events or activities that affected the agency in the previous quarter
- Status of key agency initiatives
- National benchmarks for key measures, when possible
- Explanation for any area(s) of underperformance
- Agency action plans to improve results

**Analyst may include:**

- Measures or data reported by another reputable entity when agency data is inadequate