

ACCOUNTABILITY IN GOVERNMENT
Performance Measure Guidelines

Elements of Good Performance Measures	Agency Quarterly Reports	Elements of Key Agency Reports	Elements of LFC Performance Report Card
<p>Ideal performance measures should be</p> <ul style="list-style-type: none"> • <i>Useful:</i> Provide valuable and meaningful information to the agency and policymakers • <i>Results-Oriented:</i> Focus on outcomes • <i>Clear:</i> Communicate in a plain and simple manner to all stakeholders (employees, policymakers, and the general public) • <i>Responsive:</i> Reflect changes in performance levels • <i>Valid:</i> Capture the intended data and information • <i>Reliable:</i> Provide reasonably accurate and consistent information over time • <i>Economical:</i> Collect and maintain data in a cost-effective manner • <i>Accessible:</i> Provide regular results information to all stakeholders • <i>Comparable:</i> Allow direct comparison of performance at different points in time • <i>Benchmarked:</i> Use best practice standards • <i>Relevant:</i> Assess the core function of the program or significant budget expenditures 	<p>Each quarterly report should include the following standard items</p> <ul style="list-style-type: none"> • 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 	<p>Key Measure reporting should include</p> <ul style="list-style-type: none"> • 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 	<p>Each quarterly Report Card should include the following standard items</p> <ul style="list-style-type: none"> • 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 <p>Analyst may include:</p> <ul style="list-style-type: none"> • Measures or data reported by another reputable entity when agency data is inadequate