

# 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 )

**Results Based Accountability  
Performance Measures Worksheet- Handout 5**

Program:	Date:
<b><u>How much did we do?</u></b>	<b><u>How well did we do it?</u></b>
<b><u>Is anyone better off?</u></b>	

**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?