



Outcomes and Measurement

Presenter

Debra Posey, Grant Analyst

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What is Performance Measurement:

- **Not just how many people you touch (output) but how many for which you make a difference (better/change in behavior) through your services (Outcomes).**
- **Outcomes vs. Outputs¹**
 - **Processes deliver OUTPUTS. What pops out of the end of a process is an output. What you do and who you reach.**
 - **An OUTCOME is a level of performance, or achievement. It may be associated with the process, or the output. Outcomes imply quantification of performance. Outcomes tells the County what change occurred, and how much change occurred over what period of time.**

¹<http://www.performance-measurement.net/news-detail.asp?nID=253>

What is Performance Measurement:

- **You will have to report on these and explain if the services didn't work.**
- **You determine the change and how to measure that change.**
- **This information will also be required under part 17. Grant Performance Measurements / Deliverables on Attachment A or B.**
- **You do not have to have 3 outcomes each for both 1 & 2. An outcome listed under 1 could also address Vision 20/20 and be listed there as well.**

Be SMART when preparing your outcomes

- **Specific**
- **Measurable**
- **Attainable**
- **Reasonable or realistic**
- **Tangible**

Don't over-promise

Be SMART when preparing your outcomes

To help define your program:

The purpose of the _____ (program) is to provide/produce _____ (service/good) to _____ (whom) so *that* they can/in order to _____ (planned benefit).

Can keep asking why to get to final benefit – may need more than one “so that” phrase. The planned benefit is your outcome. ²

²<http://grant.nv.gov/uploadedFiles/grantnv.gov/Content/Events/Training/C.%20%20Grant%20Performance%20Measures.pdf>

Example of an Outcome:

Retention in Employment:

Percentage of program participants who are employed in the first quarter after program exit who remained employed in both the second and third quarters after exit.³

³http://www.whitehouse.gov/sites/default/files/omb/part/performance_measure_examples.pdf

Outcome:

- **Can you measure it or something close to it?**
 - ✓ Specific values in measurement?
 - ✓ How it will be measured?
 - ✓ When it will be measured?
- **Does the measure tell whether the grantee affects Charles County citizens?**
- **Does the measure tell whether the grantee does it well?**
- **Does the measure tell the accomplishments of the grantee?**

Outcome Measurement:

All measures contain four components⁴:

- 1. Indicator: what change is to be measured (the movement/change you want to see)**
- 2. Unit of measure: how the indicator is to be quantified, either a number or % of**
- 3. Baseline: starting reference level: how many (or %)**
- 4. Target: desired performance: how many (or %) (All targets have dates associated with them)**

⁴<http://www.lib.noaa.gov/about/news/PerformanceMeasures101Tutorial.pdf>