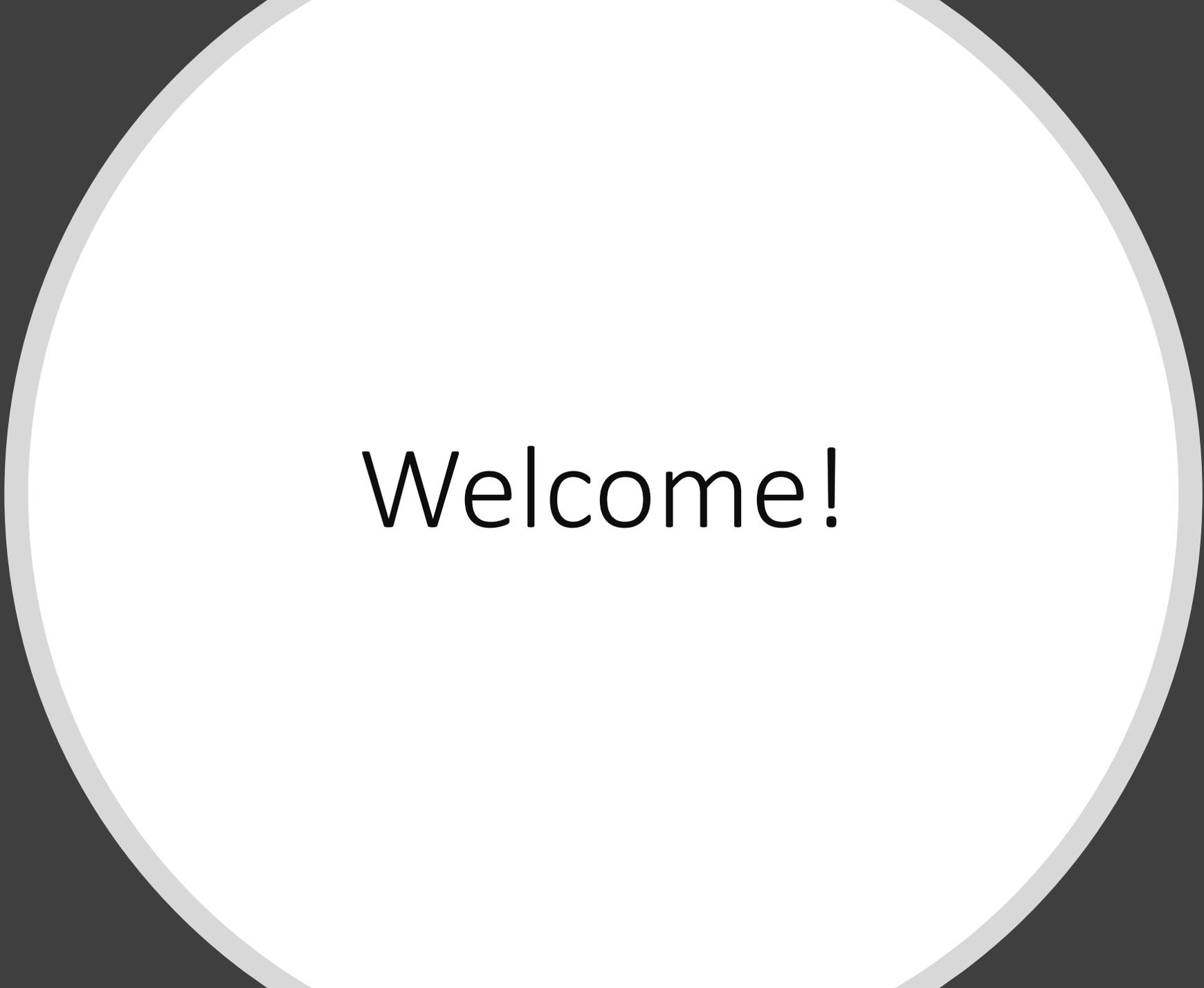




Human Services Workshop: Performance Measures and Indicators

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Human Services Advisory Board



Welcome!



Today's Objectives

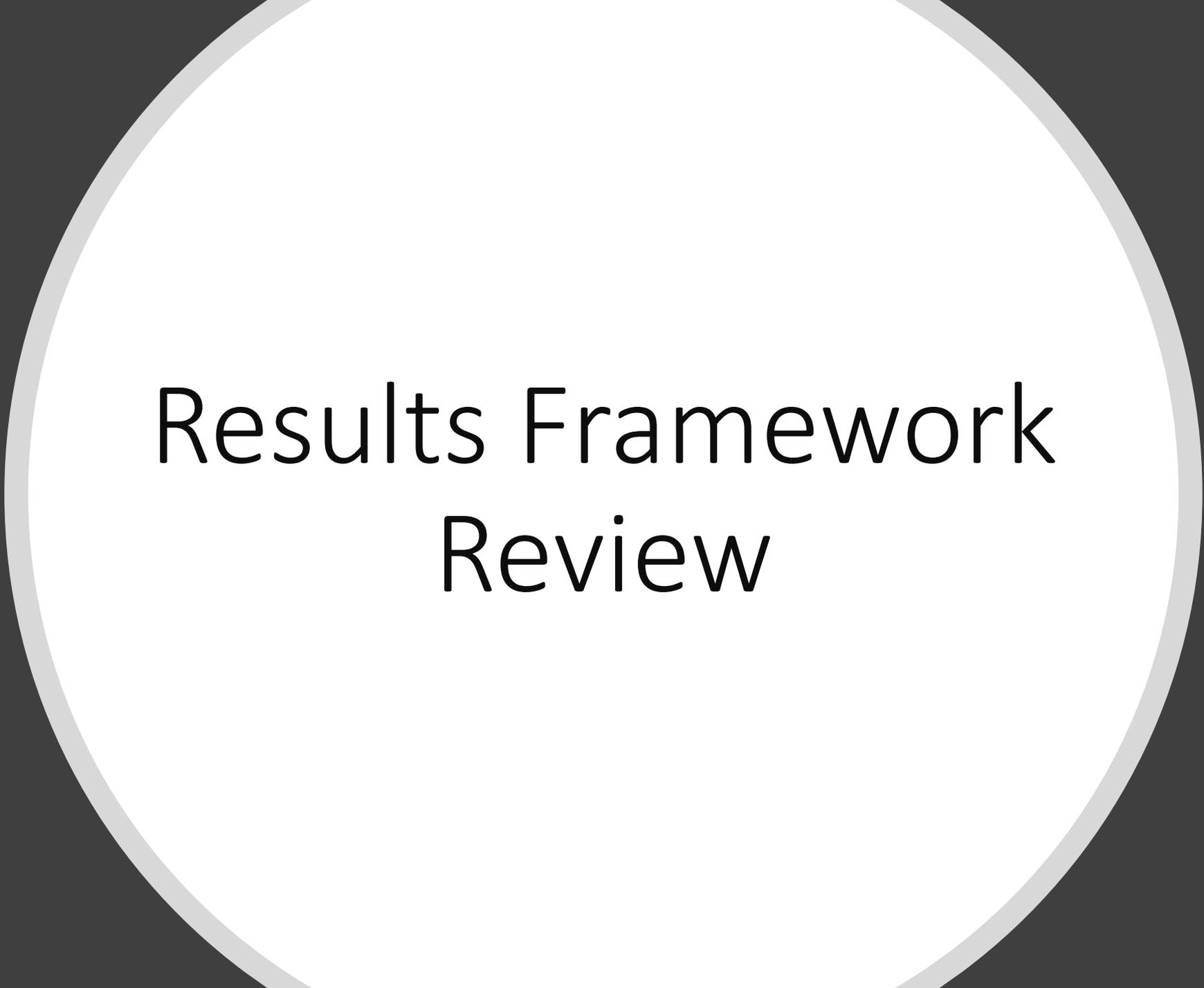
By the end of the session, you will be more familiar with:

1. How the Towns and County think about measuring human services results
2. How to select, measure and use performance measures and indicators in your organization's work



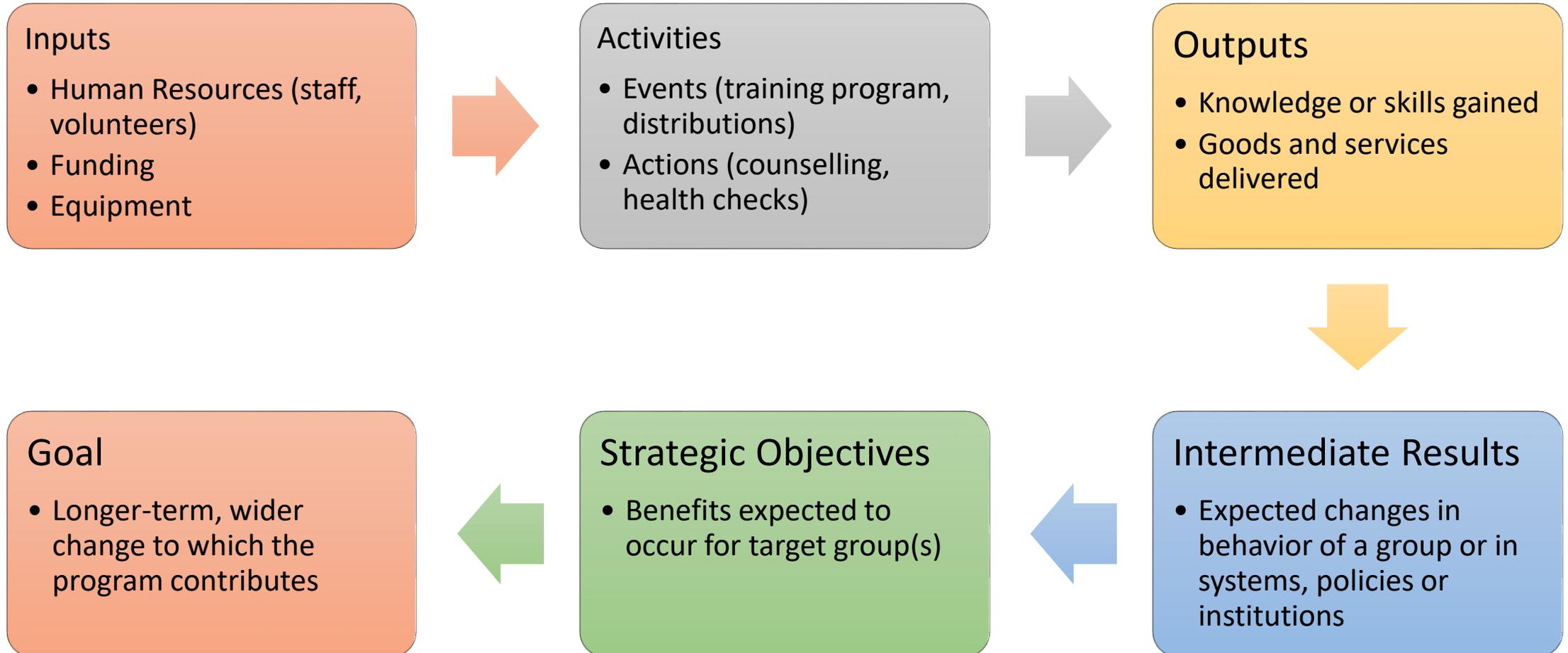
Agenda

9:15 - 9:25	Results Framework Review
9:25 - 9:45	Measure Results: Developing Performance Indicators
9:45 - 10:15	Small Group Activity
10:15-10:30	Measure Results: Data Collection, Analysis and Use
10:30-10:50	Small Group Activity
10:50-10:55	Review
10:55-11:00	Closing & Announcements

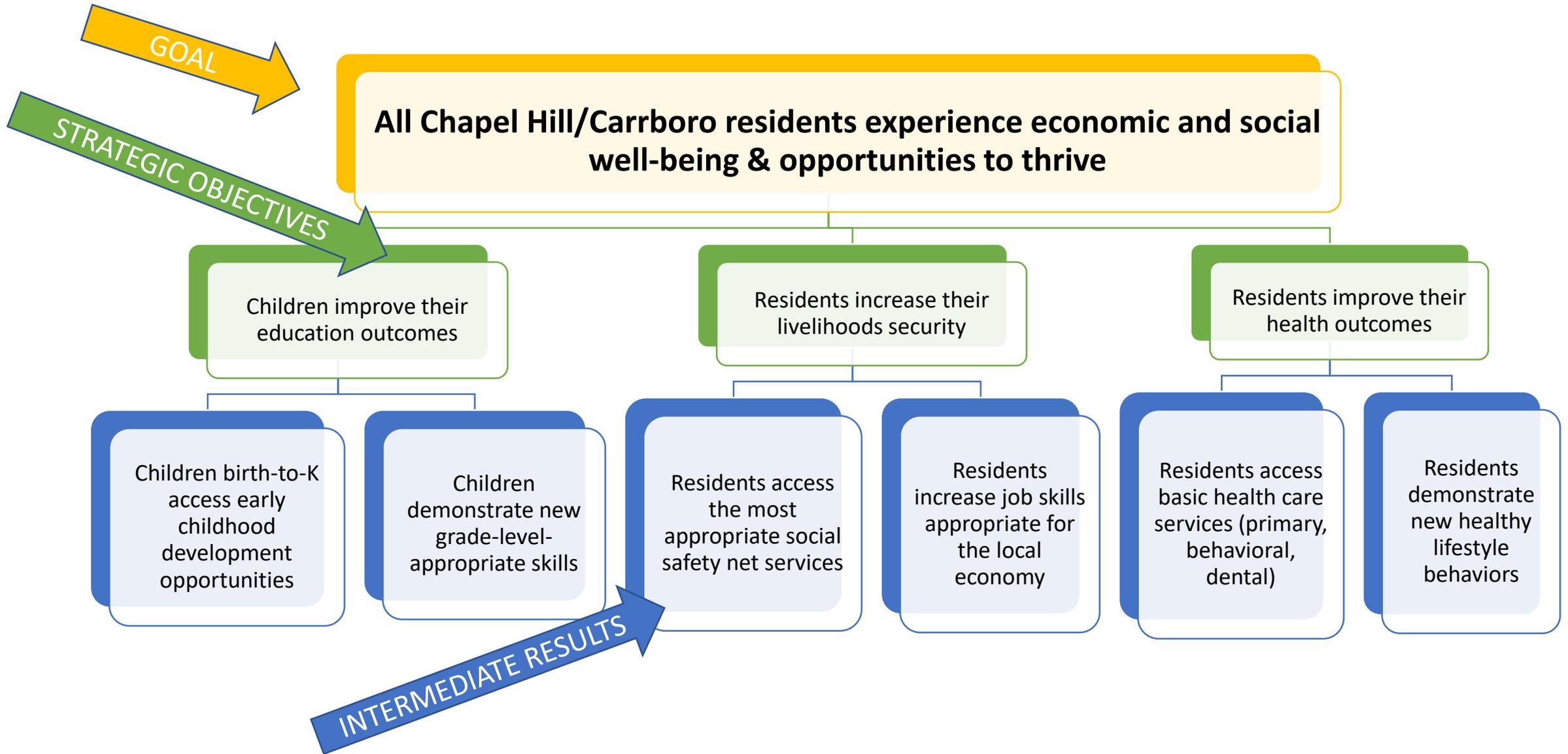


Results Framework Review

Components of a Results Framework



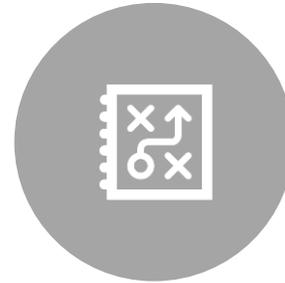
What part of a results framework are below?



Benefits of Results-based Management



Communicates the impact
you plan to see



Supports strategic planning

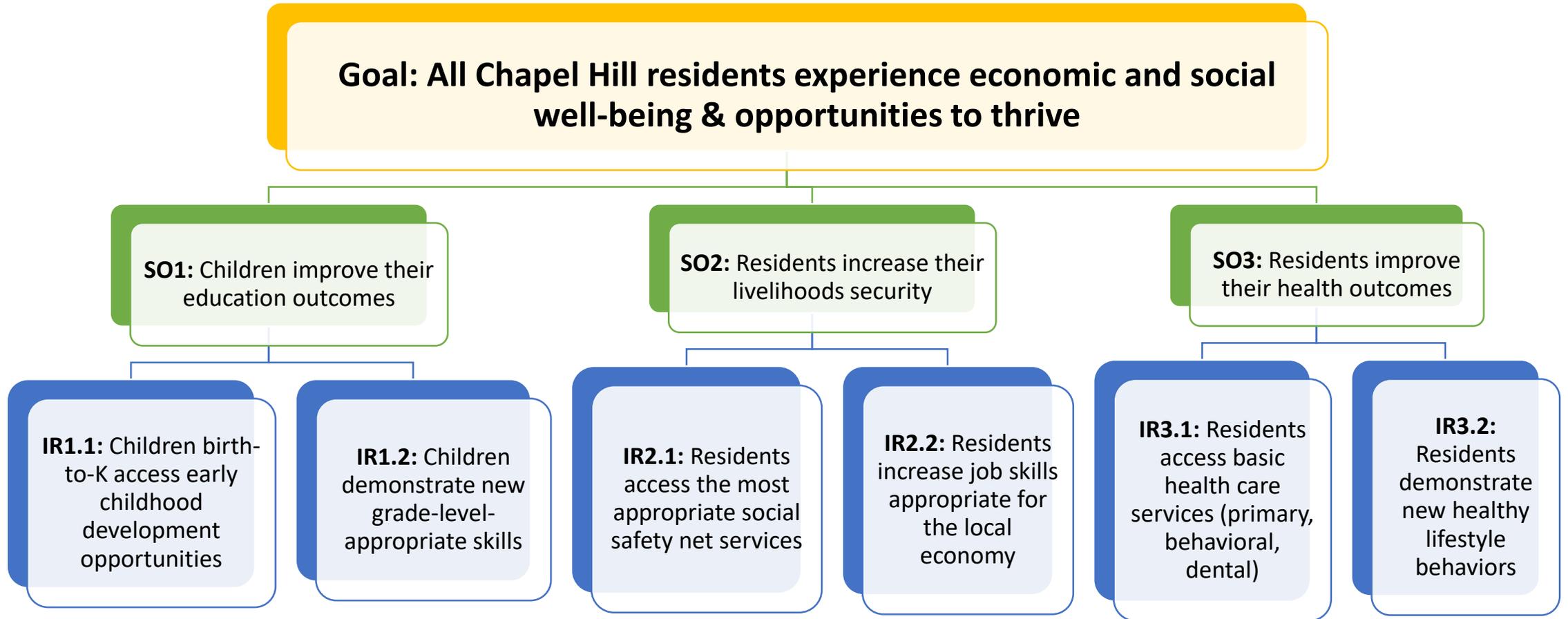


Produces useful information
for decision making and
accountability



Logically presents the
relationships between the
daily “what” with the big
picture “why”

Human Services Results Framework – CH & Carrboro



Board of County Commissioners Goals + Priorities

1. **Ensure a community network of basic human services** and infrastructure that maintains, protects, and promotes the well-being of all county residents
2. **Implement planning and economic development policies** which create a balanced, dynamic local economy, and which promote diversity, sustainable growth, and enhanced revenue while embracing community values
3. **Promote an interactive and engaging system of governance** that reflects community values
4. **Invest in quality County facilities, a diverse work force, and technology** to achieve a high performing County government
5. **Create, preserve, and protect a natural environment** that includes clean water, clean air, wildlife, important natural lands, and sustainable energy for present and future generations
6. **Ensure a high quality of life and lifelong learning** that champions diversity, education at all levels, libraries, parks, recreation, and animal welfare



Developing Performance Indicators



What is a performance indicator?

- Indicators point to evidence showing whether objectives are being achieved
- They are:
 - **Specific** – What does the project intend to change?
 - **Measurable** – Can the indicator be assessed objectively, independently, accurately and consistently?
 - **Achievable** – Is it possible for the project to accomplish the indicator?
 - **Relevant** – Is the indicator applicable to the context and the project, as well as practical or cost-effective to use?
 - **Time-bound** – Can the indicator be achieved during the project's time period?
- Towns provide some for you, connected to their intermediate results
- You can also have your own

Level of Results Framework	Purpose of performance indicator at this level	Example/Sample Town Results Statement	Example/Sample Performance Indicator
Goal	Measure long-term impact	Children in CH/C thrive	N/A
Strategic Objective	Measure short-term impact: the benefit that the target group will receive by project end	SO 1: Children improve their education outcomes	% of Students "College and Career Ready" on End-of-Grade Exams
Intermediate Result	Measure changes in practices or behaviors resulting from the acquisition of goods or services, knowledge, skills or attitudes	IR 1.2: Children demonstrate new grade-level-appropriate skills	% of program participants that are promoted to the next grade
Output	Show deliverables obtained through project activities; measure access to or acquisition of goods or services, knowledge, skills or attitudes	Students increase knowledge of academic areas	% of program participants that score above 60% on program post-test
Activity	How program inputs are used in pursuit of achieving project objectives; what has been done or implemented	After-school tutoring conducted weekly in 2020	# of tutoring sessions held in 2020 with participant attendance of 80% or above



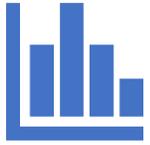
Small Group Activity 1

As a small group, look at the performance measures that you brought with you.

- 1) Does it measure an intermediate result, output or activity? Explain why.
- 2) Is the indicator specific, measurable, achievable, relevant, time-bound? What changes, if any, would you make to ensure it is SMART?



Data Collection, Analysis and Use



Measuring your indicators

1. Choose measurement method
2. Identify and select data sources
3. Think about how you are going to communicate and use your data

Results Framework	Typical measurement method	Typical frequency	How Used
Goal	If goal is monitored (most are not), draw data from existing sources, e.g., American Community Survey	Depends, but would have a multi-year timeframe	Broad community communication, usually with other stakeholders working towards the same/similar aim
Strategic Objective	Primary methods or secondary data source; are compared with the corresponding baseline findings	At end of project/program	To evaluate program effectiveness; should be shared with donors and participants
Intermediate Result	Data collected by project	Monitoring begins soon after outputs have begun to be delivered and can be expected to start taking effect	By project leadership to inform program adjustments, decision-making
Output	Collected as part of routine project monitoring, e.g., pre-/post-training scores, calculations of food distributed, etc.	Quarterly	By project management to monitor effective, timely, quality delivery of project activities; used to adjust activities as needed to improve implementation
Activity	Collected as part of regular activities, e.g., checklists, participant lists, intake forms	Daily, Weekly, or Monthly	By project staff to make sure activity implementation is on track



Small Group Activity 2

As a small group, look at the performance measures that you brought with you. Discuss:

- 1) How do you plan to measure these indicators?
- 2) How frequently?
- 3) How will you use the data?
- 4) What challenges do you foresee in data collection, analysis and use?



Review

Turn to a neighbor: What is one learning you will take away from today and share with a colleague in your organization?



Closing & Announcements



Thank you!