# Performance Measures

## Grant Subrecipient Resources

Applicants approved for funding are required to provide progress reports based on the activities proposed in the workplan. The frequency and submission instructions for these reports are detailed in the subrecipient agreement. Progress reports will be based on the performance measures in the subrecipient agreement.

Performance measures are needed as a management tool to clarify goals, document the contribution toward achieving those goals, and document the benefits received from the investment in each program.

## What Are Performance Measures?

Performance measures are objective, quantitative indicators used to regularly assess program performance and progress toward a target or goal. They are developed from and aligned with the program's logic model, which visually presents the relationships among the program's resources, activities and intended results. Most grants have a logic model that helps plan, describe, manage, communicate and evaluate a program.

Figure 1 provides an example logic model from grant OT21-2103.

**Figure 1. Example Logic Model**
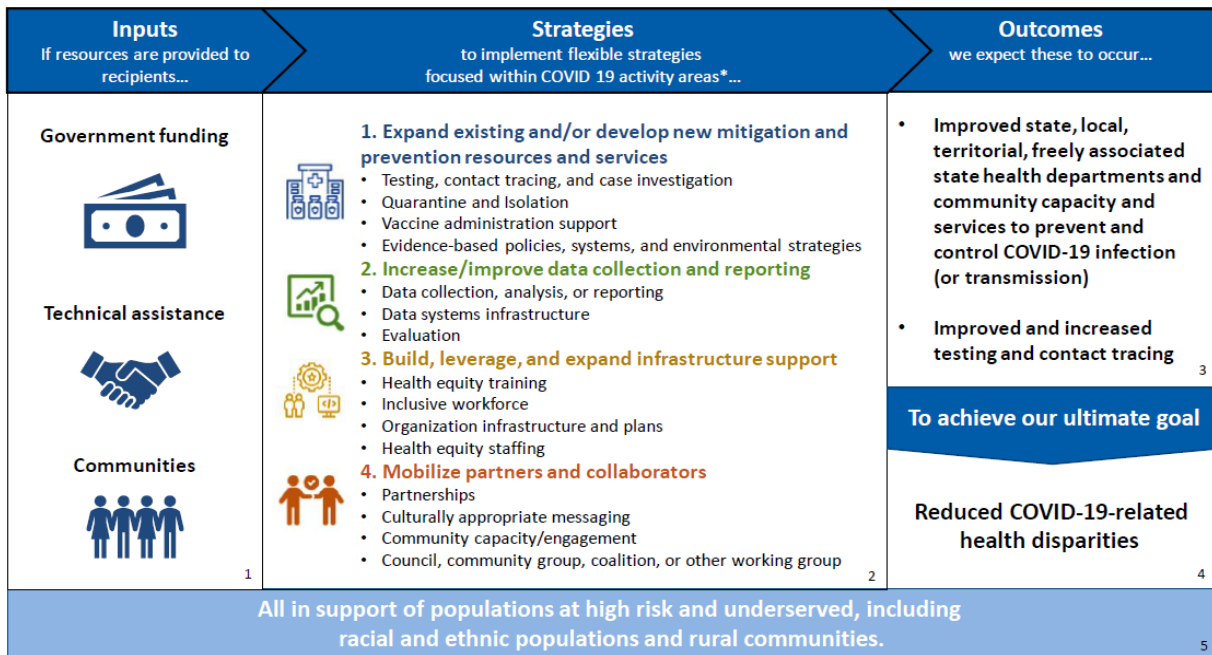


Performance measures can address the type or level of program activities conducted, the direct products and services delivered by the program, or the results of those products and services.

Applicants approved for funding are encouraged to review the grant's logic model and define and develop performance measures that align accordingly.
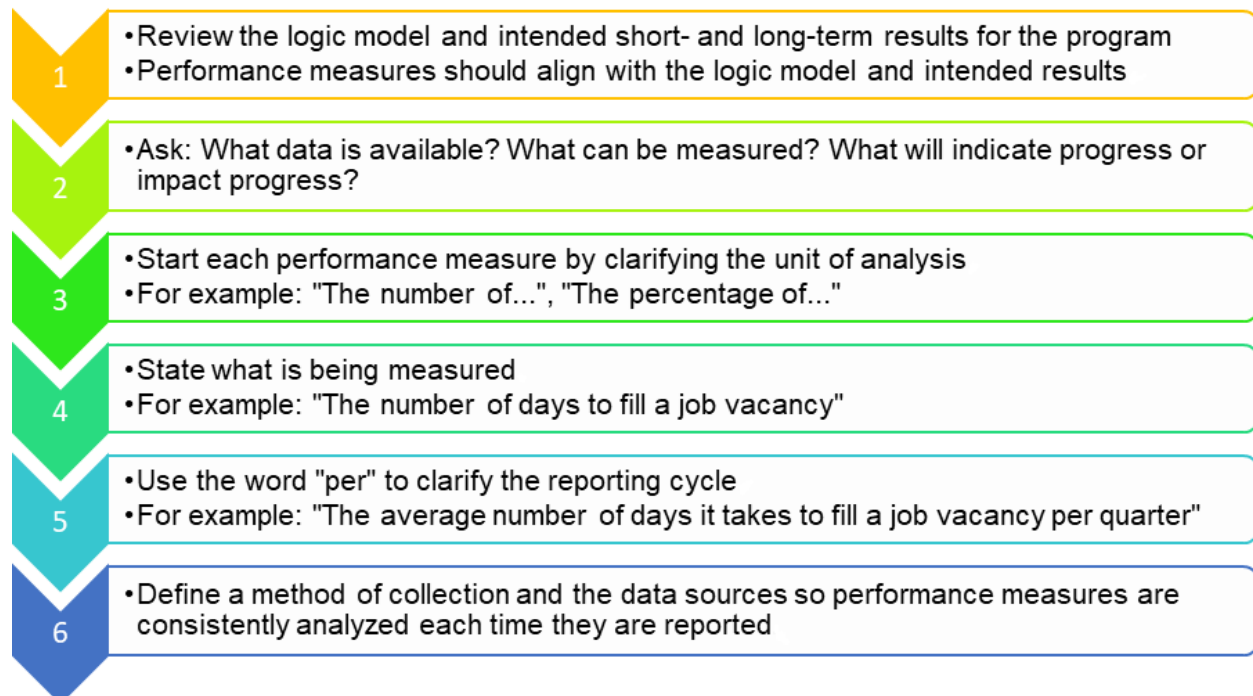
## Why Are Performance Measures Important?

Programs use performance measures to:

- Communicate priorities to staff and stakeholders and provide key indicators for performance
- Provide timely information on program activities and outcomes that can keep program staff better informed and help identify performance problems early
- Serve as a point of comparison to set targets and monitor progress from year to year
- Identify areas for evaluation such as understanding why the program is not meeting a specific target in order to adjust course

## Good Performance Measures Are:

| Relevant | Timely | Comparable | Reliable |
|---|---|---|---|
| • Consider the utility of the measure, or the extent to which the indicator would help to evaluate the program | • Information should be available frequently enough to establish and accurately compare to a baseline | • Performance measures should provide clear key terms and a defined unit of analysis for ongoing assessment | • Performance measures should include data that is verifiable, free from bias, and an accurate representation of performance |

## How to Write a Performance Measure:

**1**
- Review the logic model and intended short- and long-term results for the program
- Performance measures should align with the logic model and intended results

**2**
- Ask: What data is available? What can be measured? What will indicate progress or impact progress?

**3**
- Start each performance measure by clarifying the unit of analysis
- For example: "The number of...", "The percentage of..."

**4**
- State what is being measured
- For example: "The number of days to fill a job vacancy"

**5**
- Use the word "per" to clarify the reporting cycle
- For example: "The average number of days it takes to fill a job vacancy per quarter"

**6**
- Define a method of collection and the data sources so performance measures are consistently analyzed each time they are reported

## Performance Measure Examples:

- Number of COVID-19/SARS-CoV-2 tests completed by test type, result, and race and ethnicity per quarter
- Number of community health workers hired to address underlying chronic conditions per county, per quarter
- Number of COVID-19 supplies distributed per quarter
- Number of healthcare workers that received equity training per quarter
- Number of activities implemented for COVID-19 vaccination and vaccine support per quarter
- Number of patients with underlying health conditions who received non-emergency transportation to medical appointments