

# Performance Measurement Plans (PM Plans)

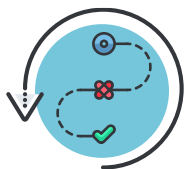
King County Department of Community & Human Services (DCHS) | Public Health--Seattle & King County (Public Health)

## SHARED LEARNING & SHARED RESPONSIBILITY

The primary purpose of performance measurement is to use data to inform ongoing work, understand which strategies are effective and why, and support shared responsibility for your programs' success.

## ELEMENTS OF A PERFORMANCE MEASUREMENT PLAN

PM Plans are "living documents" that inform data reporting and continuous quality improvement (CQI) activities between funded providers (Contractors) and DCHS and Public Health. They are created and finalized in partnership with program managers, Contractors, and evaluators. PM Plans are composed of the following elements:



### Program Info and Equity Impact Statement

Articulates the underlying need the program is trying to address, the program's core components, and its desired outcomes. Should also reflect how the program is trying to advance equity in King County.



### Performance Measurement and Learning Activities

Details what, when, and how data and information needs to be shared with King County. As well as what DCHS/Public Health and the provider commit to doing to facilitate data collection, analysis, and interpretation.



### Performance Measures

Tracks program activities and outcomes to improve quality and/or accountability. Ideally based on client-level data so disparities can be explored. Appendices include detailed information on data collection and measure calculation.



### Additional Optional Appendices

Information to support clarity and consistency in understanding of the program's logic model, specific data elements and format needing to be collected and reported about clients, as well as narrative reporting questions and directions.

## THE OPPORTUNITY: Engaging in Continuous Quality Improvement

DCHS and Public Health are committed to only collecting data and information that is useful in advancing our shared mission of providing equitable opportunities for people to be healthy, happy, and connected to community. Part of the process of developing Performance Measurement Plans will be conversations about goals and "so what." What change is your program trying to create and why? What will tell us when program adjustments are necessary? How will we know that the adjustments are working?

# Defining Performance Measures

You care about the well-being of your program participants and clients. King County can better support your program and understand your clients' full experience when we receive client-level data. Client-level data also allows us to disaggregate by key demographics to explore, and hopefully address, disparities. A good performance measure is clear, tied to the program's purpose and model, and can be measured as reliably as possible. Within DCHS and Public Health, performance measures are developed using a Results-Based Accountability (RBA) framework that groups measures into three buckets.\*

You will report three types of **performance measures**:

## 1 How Much Are We Doing?

Measures of how much service is being provided and to how many people. These measures can help answer the question, "What are we doing?"

Examples include:

- # of clients served
- # of activities



## 2 How Well Are We Doing It?



Measures of how well service is being provided based on the program model. Can help answer the question, "Are we doing things the right way?"

Examples include:

- % of clients who report being satisfied or very satisfied with services
- % of clients engaged within the expected timeframe
- % of clients completing all components of an intervention

## 3 Is Anyone Better Off?

Measures of who is better off due to the services provided. Can help answer the question, "Are we doing the right things?"

Examples include:

- # and % of clients exiting with skills and knowledge gained
- # and % of clients exiting with a particular attitude or opinion
- # and % of clients exiting into a desired circumstance



## QUESTIONS?

For more information, please reach out to your program manager/specialist or contract monitor, or email [DHCSData@kingcounty.gov](mailto:DHCSData@kingcounty.gov).

\*First presented in Mark Friedman's book *Trying Hard is Not Good Enough*.