

MEASURING WHAT MATTERS: INDICATORS

Government Accountability Committee – RBA Exercise

August 3, 2016

RBA Framework and Language

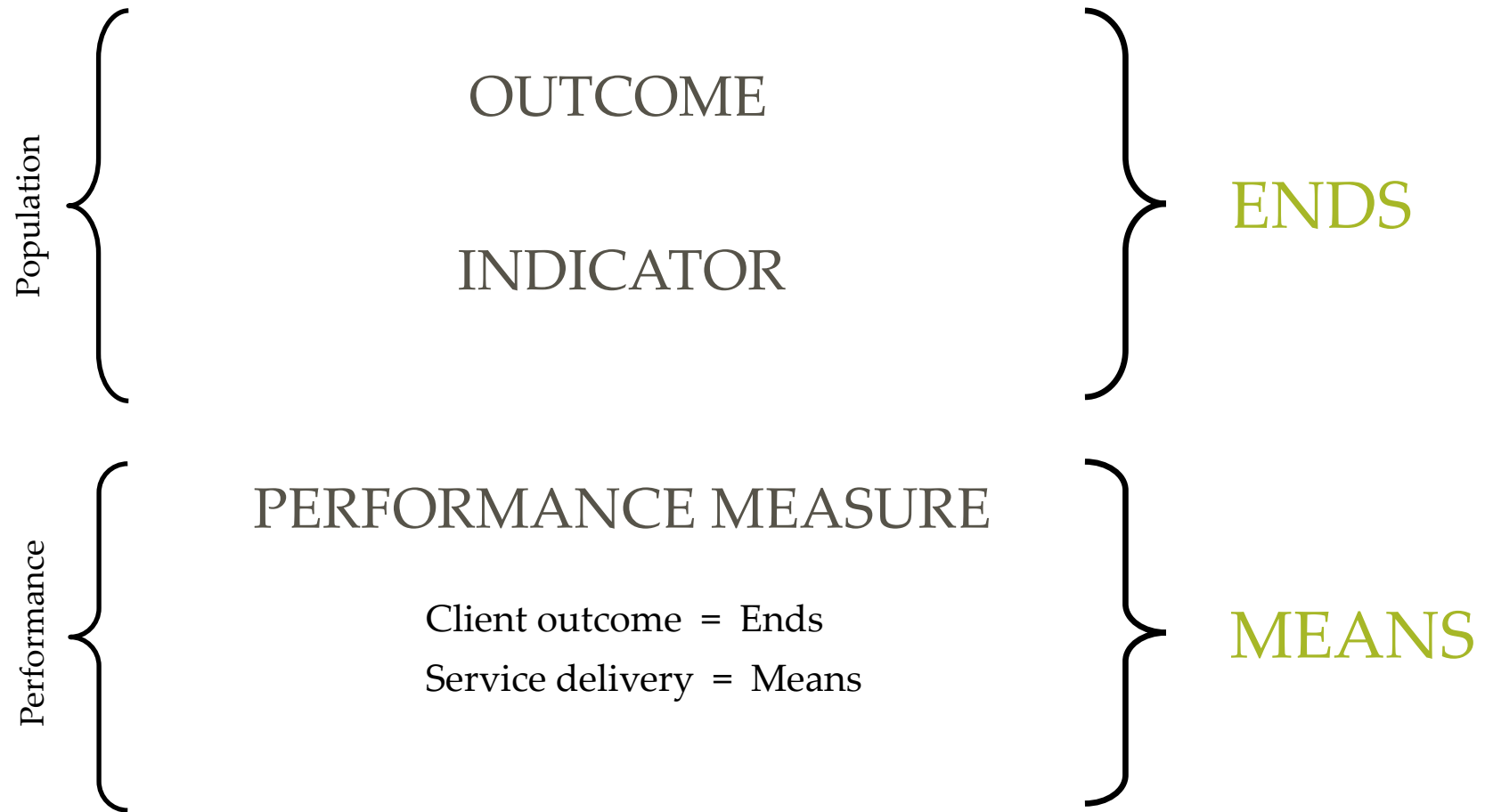
Population Accountability

- OUTCOME: Desired condition of well-being for a whole population
- INDICATOR: Measure that helps quantify the achievement of an outcome

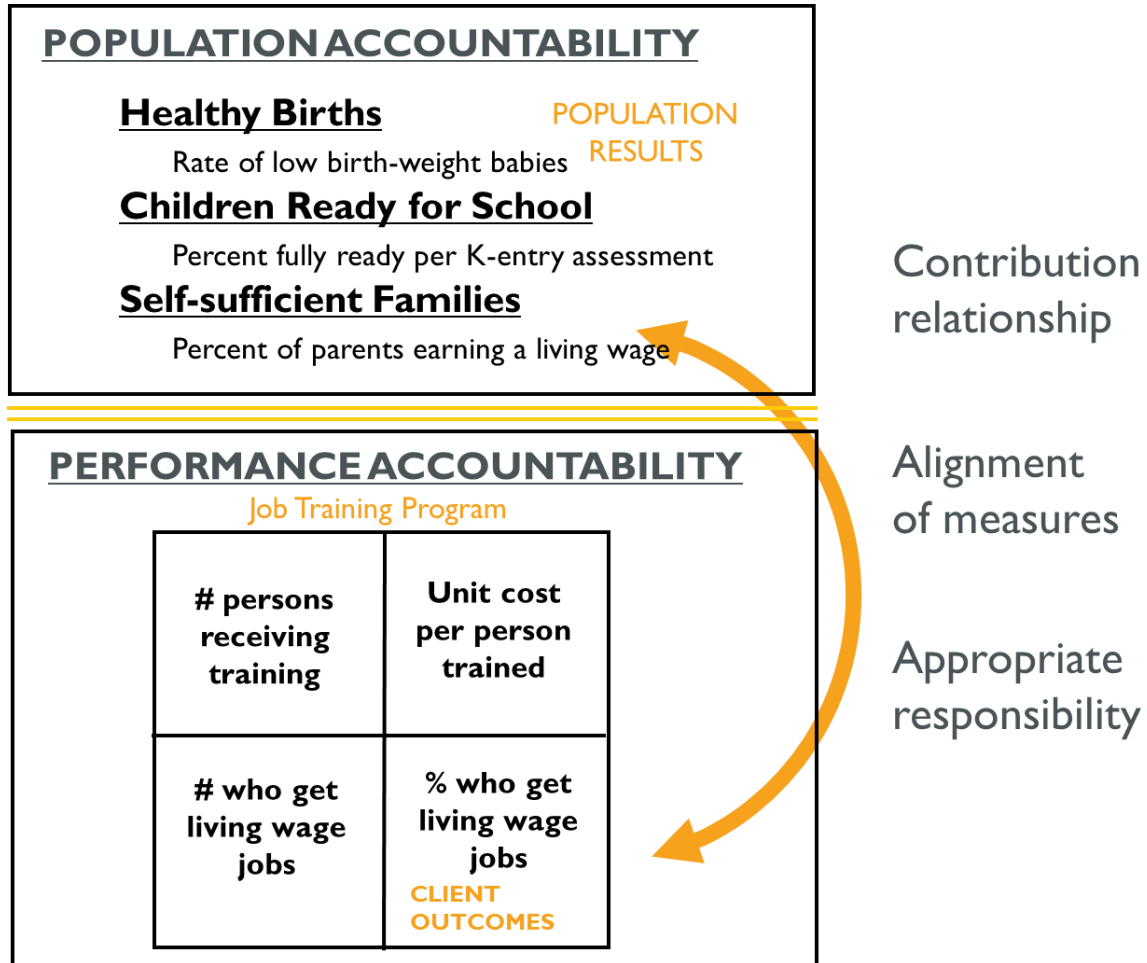
Performance Accountability

- PROGRAM PERFORMANCE MEASURE: Measure of how well a program, agency, or service system is working.
 - How much?
 - How well?
 - Is anyone better off? = PROGRAM or CUSTOMER RESULT

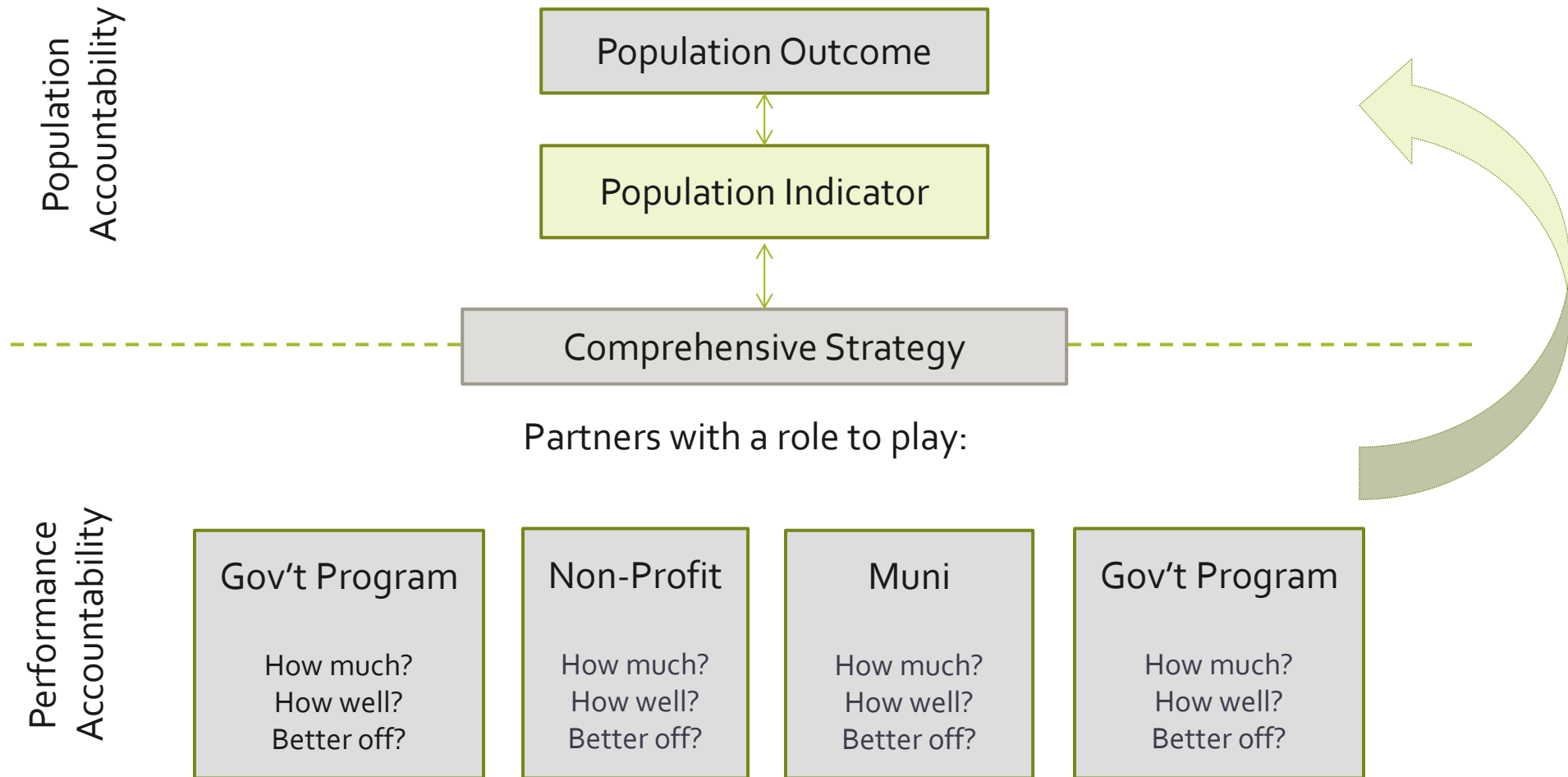
Ends to Means



The Whole Picture



The Whole Picture



Population Well-being vs. Client Well-being

Population Accountability =
Well-being of a whole
population or conditions in a
geographic area.

- Bigger than any one program, or agency
- Bigger than Government
- Requires the whole community, public and private partners to make a difference.

Performance Accountability =
Accountability for the
performance of a program,
agency, or service system.

- Are clients better off?
- What is the effect of the program?

Outcomes vs. Indicators

Outcomes =

Desired condition of well-being for a whole population

- What are the most important desired conditions?
- Simple, lofty phrases – not easily politicized
- Don't reference services or organizations
- Not about data (leave that to indicators)

Indicators =

Measure that helps quantify the achievement of an outcome

- To what extent are we achieving desired conditions?
- About conditions or people's lives, whether or not they receive any service
- Neutral gauge for how things are going
- Proxy for well-being – matter of approximation

Indicators vs. Performance Measures

Indicators =

About whole populations or statewide conditions.

- About conditions or people's lives, whether or not they receive any service
- Neutral gauge for how things are going
- Proxy for well-being – matter of approximation

Performance Measures =
About client populations or activities.

- Usually about people receiving a service.
- Is the program making a difference for them?
- About the result of specific activities that someone or entity is responsible for doing

Language exercise

OUTCOME 1. Safe Community

INDICATOR 2. Crime Rate

PERF. MEASURE 3. Average Police Dept response time

OUTCOME 4. An educated workforce

INDICATOR 5. Adult literacy rate

OUTCOME 6. People have living wage jobs and income

INDICATOR 7. % of people with living wage jobs and income

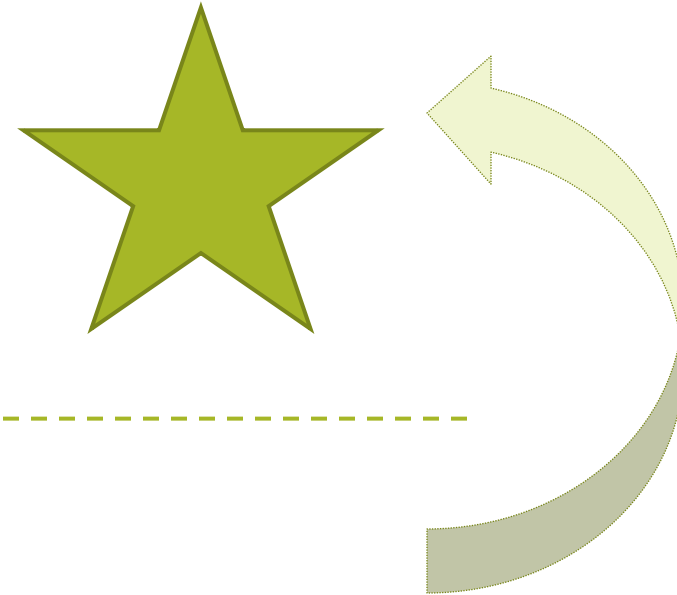
PERF. MEASURE 8. % of participants in job training who get living wage jobs

Questions?

Act 186

Population Accountability

- Statewide, population-level outcomes and indicators
- Executive Branch reports indicators annually

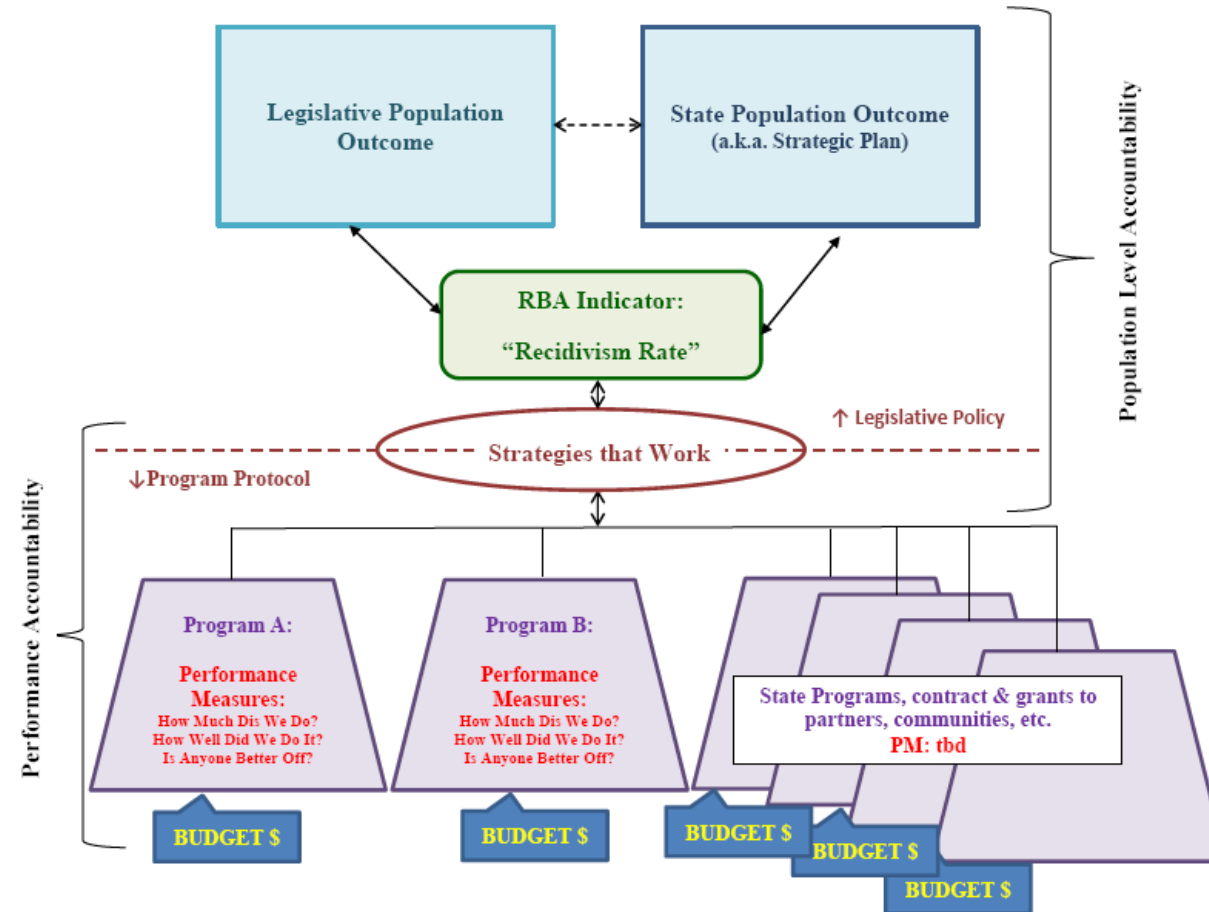


Performance Accountability (for the Executive Branch)

- Executive Branch contributes through results of programs over time
- Executive Branch reports performance measures for a number of programs annually (Program Performance Measure Budget)

Act 186

POPULATION OUTCOMES & STRATEGIC PLAN → PERFORMANCE BUDGET PROGRAM



An Advanced View of the Relationship Between Indicators and Performance Measures

