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# How Performance Management Informs Performance Measurement and Supports a Result's Driven Culture

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Project STAR

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## Learning Objectives

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Participants will understand:

- How performance management frames work of National Service
- How performance management will inform quality performance measures
- How to assess quality of performance measures by reviewing a tool to serve as a resource for discussion with grantees and sub-grantees

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# 2010 Performance Management Defined

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There is a body of knowledge/literature on the subject of performance management. By performance management system we are not referring to a specific model or off-the-shelf product but a *generally understood set of practices and procedures that taken together constitute a system of behavior for a particular organization leading to the intended outcomes* identified in the NOFA.

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**NOFA: Nonprofit Capacity Building Program (NCB) –  
Frequently Asked Questions**

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## Managing to Outcomes

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- Clarify what change program is trying to create (vision)
- Gain specificity on how program will accomplish this change (strategy)
- Focus practices and procedures on intended outcomes (execution)
- Determine what information will be most helpful to understand if on course to achieve change (outcome)
- Collect and use this information for program improvement (performance measures)

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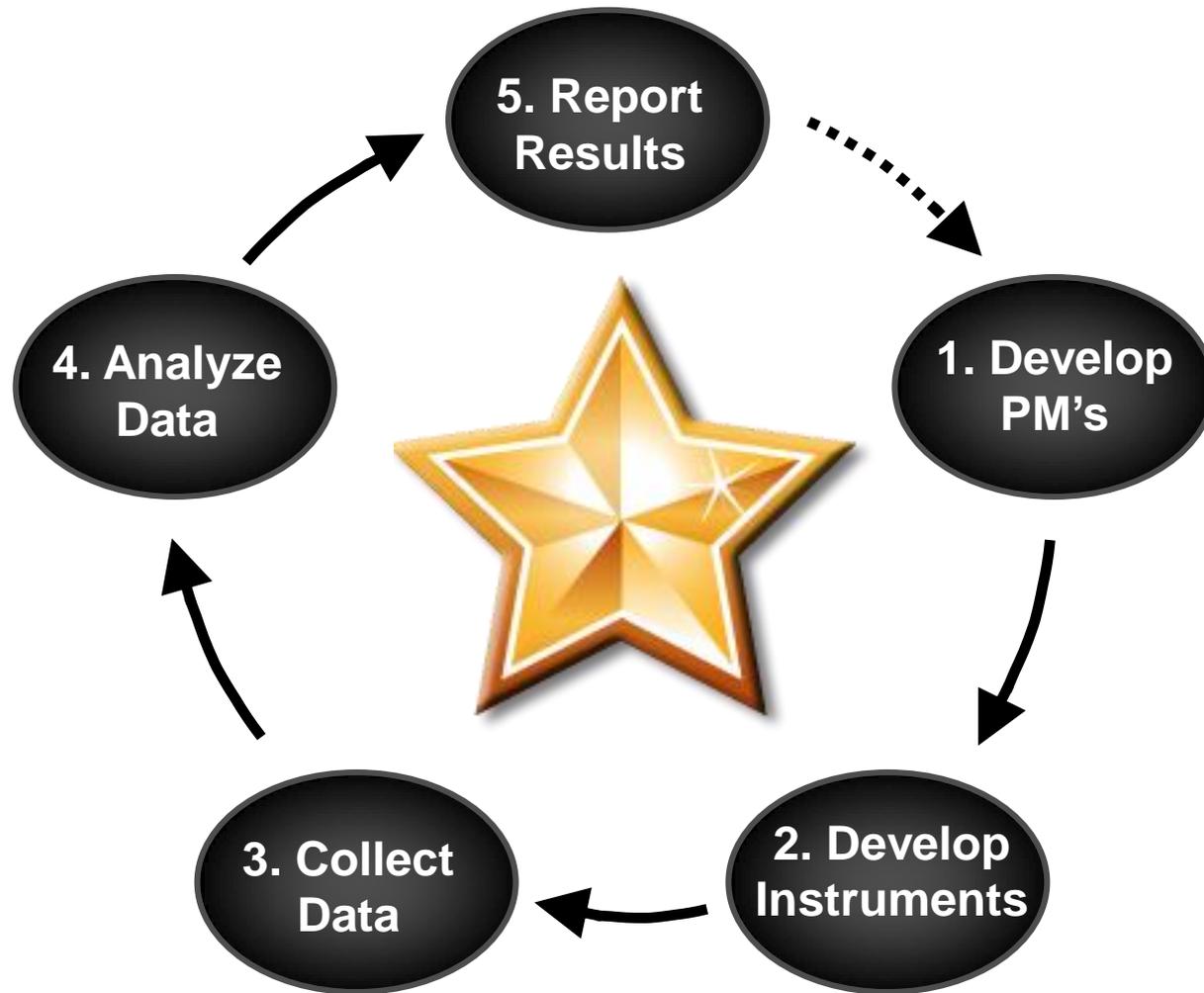
# 2010 Quality Performance Measures

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- From “managing to outcomes” to performance measurement
  - Is the selected activity appropriate to measure performance?
  - What are you measuring? Is it the most helpful information to determine change (outcome)?
  - How will you measure intended outcomes?
  - How will you know if you have quality performance measures?

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# Five Steps of Performance Measurement



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## Program Quality Chart

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With your programs/site, what do you want to find out?

- Domains and levels of quality provide a context for conversation about quality program – what and why
- Domains focus on elements involved with performance measurement quality

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## Managing to Outcomes: Quality Program Chart

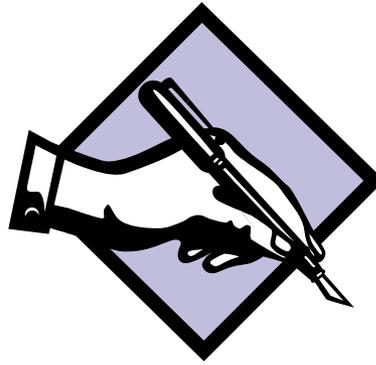
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- Needs Based
- Mission Driven
- Theory of Change or Logic Model
- Activities
- Performance Measure Plan
- Instruments
- Data collection and analysis
- Reporting
- Organizational Factors

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# Review Process

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## *Program Quality Chart*

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# Review Process

Individual:

- Read assigned domain and edit
- Identify top 3 quality indicators for “needs improvement”, “average”, “high level”

Small group:

- Select a recorder
- Share and record edits and rankings
- Come to consensus on top 3

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