

Community Performance Measures

Performance measures for Community Empowerment (CE) provide numerical values in four categories for CE funded programs or services. Adding the word, program or service ahead of the term “performance measures” helps to give a picture of “what” is to be measured.

Performance measures what a Community Empowerment Area (CEA) board can use to evaluate their “purchase” with the CE funds they invested in the community for families with children 0-5. Iowa’s Accountable Government Act (AGA) adopted terminology with definitions to use to report performance measures for state funds. The terms are understood throughout state government.

Programs and services funded by Community Empowerment at the local level are to collect numbers and data annually. The challenge is to take those numbers and fit them into the defined AGA categories for performance measures.

Input: How much was put into the program? This is a numerical value based on dollars and monetary value of in-kind support for a program or service. Providers awarded CE funds can identify the amount of dollars put into a program or service and the amount of in-kind. Each program or service provider has a formula by which they calculate the value of in-kind.

Output: How much did we do? The amount a program does or produces is a numerical value which reports measures such as activities, services, persons or families, scholarships, attendees at a training, etc. that was done with the amount of monetary value in the category of input.

Quality/Efficiency: How well did we do it? The numerical values for **Efficiency** can be cost determination, or speed/time. Programs or services supported by Community Empowerment funding can identify input (monetary value) and divide it by output (number of activity or service) and calculate efficiency (cost). **Quality** measures are numerical values for accuracy, productivity, customer satisfaction, performance standards, etc.

Outcome: What difference did it make for the customer? Identifying numerical values to report measures of the effect the CE funded program or service has on customers, individuals, families, children, etc. is the most important performance measure. An outcome is the only number that will identify if a program or service is making a difference for children 0-5 and their families. Numbers are reported for each outcome measure identified. For many programs and services, identifying the “numbers” to prove outcomes will create an additional task of follow-up, use of questionnaires and continued outreach to the customer served.

Community Empowerment Area Boards have the responsibility to review the performance measures and analyze if the funded programs or services bring about the outcome or effect intended for children 0-5 and their families. The CEA board evaluates how the outcome performance measures support the priorities of the community plan. CEA boards will benefit from a discussion with contracted providers the need for numerical performance measures to be reported each fiscal year and the definitions of the categories in which to report the numbers.