

RESULTS BASED ACCOUNTABILITY GRID PROGRAM MEASURES

Information should be completed for the reporting period of one calendar year, unless otherwise noted. The grid below includes some sample measures. Please use the following format to report only on the performance measures that are most meaningful for the program.

How much did we do? (Quantity)	How well did we do it? (Quality)
<p>Possible measures include:</p> <p><u>Customers</u> # of customers served # of customers served by subcategories</p> <p><u>Activities</u> # of people receiving an activity # of activities (by sub categories)</p>	<p>Possible measures include:</p> <p><u>Customers</u> % of customers served % of customers served by subcategories</p> <p><u>Activities</u> % of customers completing an activity % of timely activities % of correct or accurate activities % of activities meeting standards</p> <p><u>Other Measures</u> % of staff trained Workload ratios Staff turnover ratios Worker safety Customer satisfaction</p>
Is anyone better off?	
<p># with improved skills / knowledge # with improved attitude/opinion # with improved behavior # with improved circumstances</p>	<p>% with improved skills / knowledge % with improved attitude/opinion % with improved behavior % with improved circumstances</p>