

Performance Measurement

Outcome Measures

How many? 1-5

How often? Annually or quarterly

Who needs to know?

Senior management and middle management

Operational Measures

How many? 7-15

How often? Regularly

Who needs to know?

Supervisors and managers

Intermediate Measures

How many? 3-11

How often? On-going collection; monthly/quarterly reporting

Who needs to know?

Middle management and supervisors/managers

Employee Measures

Definition of Terms:

Outcome Measures

Assess the ultimate benefit to the customer (goals).

Intermediate Measures

Measures that assess what drives the organization to ultimate success (objectives).

Operational Measures

Assess progress of activities and work that is being done and are under managerial control (initiatives and tasks).

Data Collection and Reporting Tools

Examples:

Aging services organization

NOTE: Data collection and reporting templates are helpful for all categories of measures.

Measure	(Measure #) Number of volunteer hours per year that support Aging Services goals
Accountable Individual	Joan Smith
Data Reported	Volunteer hours
Definition of Measure	This measure includes volunteer hours data from 9 Senior Centers, the Meals on Wheels program, and the “adopt a senior” program
Data Collection Lead	Bob Wilson
Data Point(s) of Contact	9 Senior Center supervisors (Names) Coordinator for Meals on Wheels program Coordinator of the “Adopt a Senior” program
Key Terms/ Definitions	Volunteer: A person performing work for Aging Services who has signed a volunteer agreement Volunteer Hour: Reported in the following increments: 1 hour = 60 minutes of volunteer time 0.5 hour = 30 minutes of volunteer time Any volunteer working more than 30 minutes, but less than 60 minutes will report the time as 1 hour.
Measurement Process	All volunteers will be provided with a log sheet that will be completed and turned in each day they work. A standardized documented process will be used for the senior centers, Meals on Wheels and the Adopt a Senior programs (see attached flowcharts). The information is entered into an Excel spreadsheet specifically designed for reporting of volunteer hours. The spreadsheet is capable of reporting data weekly, monthly and cumulatively based on a fiscal year calendar.
Reporting Frequency and Instructions	Data is entered daily, but reported monthly. Data from the previous month will be submitted in an email attachment to the Volunteer Coordinator, with a subject line of “Volunteer Hours.” Submission is due on the first workday of the month following the data collection month.
Comments	It is important that the reporting mechanisms provided be adhered to in order for Aging services volunteer data to roll up and be included in a (state-wide, city-wide, etc) report that is posted on the (City, County, State’s, etc.) web site.