Overview of Performance Measurement
Using Performance Measurement in Program Management: Self-Assessment for AmeriCorps State and National Grantees

Special Note

This skill building activity can be used to apply the concepts and principles covered in this module to real world situations.

This self-assessment encourages grantees to consider how they might make use of performance measurement throughout the year. It was developed for AmeriCorps State and National Grantees. Another version is available for program and project directors.

Introduction

Performance measurement is the process of collecting data in a systematic way to answer questions about performance. Use this self-assessment to help you consider how you might better utilize performance measurement to improve program management. You may want to have a conversation with your staff and develop a plan to incorporate performance measurement to improve service, efficiency of operations, and inform decision making.

State Service Commissions and national parent organizations can use performance measurement to plan and manage programs throughout the year. Performance measurement is more than a check-off for an annual report; it is an integral part of the program development, implementation, and assessment.

The self-assessment on pages 3-6 can help staff consider ways of utilizing performance measurement to improve program management.

Key Points

- Performance measurement can and should be used for program management throughout the program year (e.g. as you develop your portfolio priorities, your NOFO, your review process, etc.).
- During program implementation, performance measurement can be used for making decisions about allocating resources for training needs and sites.
- Evidence of success (outcome data) can be used to inform your stakeholders about the impact of service in your state/region.
- For making decisions about program improvement, data can be analyzed in different ways to determine how to modify or expand the use of your resources.
- For building sustainability, results can be shared with stakeholders and used in marketing materials to show how service is meeting local needs across the state/region..

Using PM in Program Management (Self-Assessment)

Consider how well you/your staff incorporate performance measurement during each of these times over the program year. If "great" or "okay", jot down an example. If it "needs work" or you don't use performance measurement, consider how you might use it during this time.

Strategic Planning of Portfolio/Program			
How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*
Example of how we use it:		*How can we make better use of it?*	

Developing the RFP/NOFA			
How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*
Example of how we use it:		*How can we make better use of it?*	

Training Prospective Applicants			
How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*
Example of how we use it:		*How can we make better use of it?*	

Review of Applications

How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*

Example of how we use it:	*How can we make better use of it?*

Grant Negotiation

How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*

Example of how we use it:	*How can we make better use of it?*

Program Start-Up Training

How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*

Example of how we use it:	*How can we make better use of it?*

Annual Program Year Launch

How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*

Example of how we use it:	*How can we make better use of it?*

Sub/Site Monitoring and Data Validation			
How well do we use performance measurement for this?			
__ Great	__ Okay	__ Needs Work	__ Don't do
Example of how we use it:		How can we make better use of it?	

Sub/Site Training and Technical Assistance Needs Assessment			
How well do we use performance measurement for this?			
__ Great	__ Okay	__ Needs Work	__ Don't do
Example of how we use it:		How can we make better use of it?	

Sub/Site Reporting			
How well do we use performance measurement for this?			
__ Great	__ Okay	__ Needs Work	__ Don't do
Example of how we use it:		How can we make better use of it?	

Grantee Progress Report to CNCS			
How well do we use performance measurement for this?			
__ Great	__ Okay	__ Needs Work	__ Don't do
Example of how we use it:		How can we make better use of it?	

Stakeholder Reporting/Promotion – Telling the Story			
How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*
Example of how we use it:		*How can we make better use of it?*	

Board Review of Annual Achievements/Performance Outcomes			
How well do we use performance measurement for this?			
__ *Great*	__ *Okay*	__ *Needs Work*	__ *Don't do*
Example of how we use it:		*How can we make better use of it?*	

Next Steps

Jot down notes on any next steps you plan to take (e.g. have a conversation with staff about …).

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