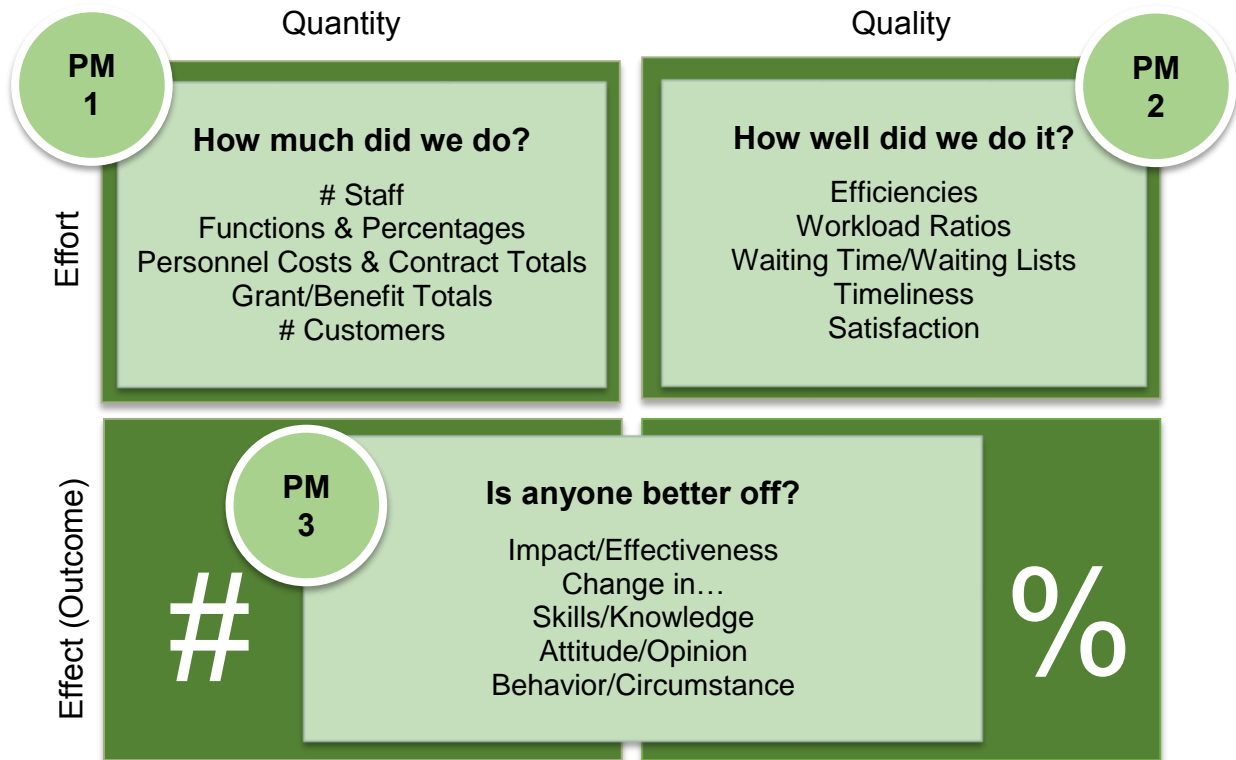


# Yolo Performance Model

## 5-Step Performance Measurement Walkthrough

Below is a 5-step walkthrough of Yolo Performance, the County's outcome-focused performance measurement system based on the results based accountability model.

Measures are created in three categories (PM1, PM 2, PM3) using the Results Based Accountability format:



**Step 1:** Select a significant program

**Step 2:** Determine the purpose of the program

Determine the purpose of your program through the creation of a program purpose statement. The purpose statement should be succinct and outcome focused. It should also:

- ▶ In many cases, answer the question: Why is this important?
- ▶ Identify the outcome you hope to achieve
- ▶ Begin with a descriptive action word; avoid using "provide"
- ▶ Focus on the end result, not the means by which we get there

### Example: Purpose Statement for Employment Center

Correct: Increase employment and maximize wages for unemployed Yolo County Residents (ends)

Incorrect: Provide job counseling (means)

### Step 3: Develop the PM3 outcome measure

This measure examines if there has been any kind of positive change for clients after participation in a program or activity. Use the purpose statement previously created to identify the PM3 measure, essentially, the outcome you hope to achieve.

These measures can be reported as both # (quantity) and % (quality).

To determine if people are better off as a result of your program, you can measure:

- ▶ Impact/effectiveness of program
- ▶ Change in: Skills/Knowledge, Attitude/Opinion or Behavior/Circumstances

Purpose	PM3 Better off Measure
Prevent foster care placement for children at risk of removal and reduce time in care for children who enter foster care.	# and % of children at risk of removal who entered foster care # of days children are in foster care

### Step 4: Identify the PM1 quantity measures

The PM 1 quantity measures examine “How much did we do?” and is usually expressed as a #. These measures describe basic program functions of inputs (# of staff, \$ personnel costs, etc.) and outputs (# of units provided, # customers served, etc.).

### Step 5: Identify the PM2 quality measures

The PM 2 measures look at the quality of our effort as either a #, % or both. Essentially, during the process of providing the service, this measure seeks to answer: “How well did we do?”

PM2 measures commonly look at efficiency (unit costs, administrative overhead rates), workload ratios (caseloads per worker), wait times, timeliness (callbacks, follow-up of referrals, application processing), and satisfaction (asking clients their satisfaction with the process).

### Next Steps:

- ▶ Once the measures have been developed a “Program Information” section may be utilized to provide any background or clarification information regarding the program.

For further information can be obtained from your department representative of the Yolo Performance Work Group or by contacting:

Carolyn West  
County Administrator’s Office  
Senior Management Analyst  
Phone: (530)406-5775  
Email: [Carolyn.west@yolocounty.org](mailto:Carolyn.west@yolocounty.org)

# Example of Program Performance Measures

<b>Program Name</b>	Bridge to Housing
<b>Program Information</b>	<ul style="list-style-type: none"> <li>• A multi-disciplinary, multi-agency project of the Yolo County Government, Yolo County Housing Authority, the City of West Sacramento, Faith Community, and Non-Profits initiated in November 2013</li> <li>• Utilized a Housing First intervention model with supportive services</li> </ul>
<b>Program Purpose</b>	<u>Permanently house</u> individuals living on the river bank in West Sacramento and <u>increase benefits</u> and the <u>level of their income</u>
<b>PM1: How much did we do?</b>	
<b>Quantity</b>	# of people who participated in the program
<b>PM2: How well did we do it?</b>	
<b>Quality</b>	% and # of participants that remained engaged at the end of the program
<b>PM3: Is anyone better off?</b>	
<b>Outcome</b>	<ul style="list-style-type: none"> <li>• % and # of participants who completed the program and secured <u>permanent housing</u></li> <li>• % and # of participants with <u>increased benefits</u> (CalFresh and Health Insurance)</li> <li>• % and # of participants that <u>increased their income</u></li> </ul>