Instructions
for Updating Agency
Performance Measures

Fiscal Year 2008

Department of Planning and Budget
July 2008

Overview

This section provides an overview on updating performance measurement data

This package of instructions provides guidance on providing June 30, 2008 performance measure data on all of your service area performance measures. For key measures that are reported quarterly, you will be providing fourth quarter data. Virginia Performs is the web portal to report this information for the public to view, and may be accessed at: www.vaperforms.virginia.gov. Both key and service area measures are reported using this website.

Agencies are to update their FY 2008 performance measure data by **Friday, August 1, 2008**.

Do **not** delete or modify existing measures in your strategic or service area plan or add additional measures.

Pursuant to Section 30-133 of the Code of Virginia, the Auditor of Public Accounts (APA) staff will conduct follow-up reviews of agency performance measures. APA staff may contact your agency to obtain additional information about your performance measure data collection efforts and how you calculated your measures. Therefore, it is important that the information you provide is accurate and that you maintain any documentation to support the data. In addition, the APA may cite any problems with the data in the agency's audit.

Updating your performance measures and initiatives

How to Gain Access to the Online System

1. If you do not already have access to the system, please apply for a login and password: go to **http://vaperforms.virginia.gov/agencylevel/request.cfm** and fill out the requested information. Your user id should consist of your agency abbreviation and your initials. Your request will be processed within several business days. You will receive a confirmation e-mail containing your login id and password.

2. Once you are given your id and login, go to **http://www.vaperforms.virginia.gov** to access both your agency key measures as well as service area measures.

How to enter data in *Virginia Performs*

To update your agency's performance measures in *Virginia Performs*, follow these instructions:

1. From DPB's web site (dpb.virginia.gov), click on the link entitled "Strategic Planning" then scroll down to the bottom of the page for a link that will take you to *Virginia Performs*.

2. Enter your User ID and password. This takes you to your agency's planning and performance page or the list of agencies if you have access to more than one.

3. On the left side of your agency's planning and performance page, you will see the links to modify your performance measures.

4. It is important to note that your updates to Virginia Performs will **not** be published until reviewed by your DPB analyst. You must click the "notify DPB" button **before** exiting the system for your updates to be published.

Tracking of Measures

The system tracks both key, service area, and productivity measures simultaneously. You will notice for each measure there is a drop down menu to classify each measure. Agencies should **not** select or unselect a measure as key without prior approval of the secretary's and the Governor's offices. You will be held accountable by your Secretary and the Governor's office for any changes that occur along these lines.

Based on reporting frequency, ***agencies are expected to keep their data up-to-date.*** If for any reason there is a delay in reporting outside of the state fiscal year cycles (i.e., calendar year frequency vs. state vs. year vs. federal fiscal year), please use the comment field to explain this delay. Otherwise, the assumption will be made that your agency has not updated its information. Because this data is public, it is important that you use these fields to describe any reporting issues.

Updating performance measures

1. To review and update measures, after you log in, click on the measure that you wish to view.

2. **Do not change, add, or delete any measures/measure titles.**

3. You cannot change service areas without contacting your DPB budget analyst.

4. In the field labeled "Measure type" indicate what type of measure this is – input, outcome, or output.

    Input measures describe the amount of resources used to produce a product or provide a service.

    Examples: number of teachers employed, number of police cars in the fleet

    Output measures describe the amount of work completed, the amount of product produced, or the amount of services provided.

    Example: number of training sessions held for emergency medical technicians

    Outcome measures describe the results achieved compared to the intended purpose, or progress towards achieving an objective; the extent to which a service or activity has impacted its intended audience. Outcome measures describe effectiveness and often focus on things such as quality, timeliness, productivity, or the degree to which something has been deployed throughout an organization or client population (i.e., penetration).

    Example: percentage of juveniles convicted of a new misdemeanor or felony within a year of being placed on probation.

5. In the field labeled "Measure Methodology" please make sure to explain how the data values reported in the measure are derived. Be specific. For example: The number of adults with diabetes engaged in a diabetes management practice divided by the number of respondents with diabetes. Also list the source of your data. For example: U.S. Census Bureau; Virginia local school district reports on high school graduation; internal document; report or database (list the name or number); survey. Again, be specific.

6. Sometimes it is not easy to discern the direction the data should be trending if improvements are being made. In the field labeled "Preferred Trend", please indicate whether it is desirable for the data to be going up, going down, or maintaining its present level.

7. In the field labeled "Class", indicate whether the measure is a key, non-key, or productivity measure by checking the box.

8. If there are multiple measures for an objective and you want them to show up in some order other than alphabetical order, please denote your order preference in the field labeled "sort order."

9. A baseline is a measure of the current state. It is the starting point from which an organization improves. For any measure for which historical data is not available, in the fields labeled "Measure Baseline", enter the date and value of the baseline for the measure. Provide any explanatory information in the "Description" field. At a minimum, indicate whether the value is a number or percent. Baselines should only be for new measures.

10. A target is the specific level of performance you are striving to achieve in the future. It is the desired level of performance for an objective which can be measured within a specific period in time, usually expressed as a number or percentage. In the fields labeled "Measure Target", indicate a quantifiable estimate of the expected results and the expected date that the target value results will be achieved. **This data at a minimum should be in the 2008-2010 biennium**. The target should be challenging, yet achievable. It should stretch the capabilities of the agency, but still must be realistic. Provide any explanatory information in the "Description" field. At a minimum, indicate whether the value is a number or percent.

11. Measurement can occur in different cycles: daily, weekly, monthly, quarterly, annually, etc. Please identify the frequency of the measure in your plan. Frequency depends on how often the data are available (e.g., high school graduation rates may be available just once a year) and/or how often you need the data for managing your operations. In the field labeled "Frequency", use the drop down menu to indicate the frequency that you will be reporting results for this measure in Virginia Performs. Provide any explanatory information in the "Description" field.

   Note: It is important to update data for your measures according to the frequency selected. Measure data that are not kept current reflect poorly on the agency, especially when the data are reported on a website or elsewhere for public consumption.

12. In the fields labeled "Measure Data", first indicate when the data for the measure was first collected. **Update all measures for June 30, 2008**. Make sure that the data is shown from the date the data was first collected until current. Provide in the "Explanatory Note" field an explanation for any blank fields or why the data has not been updated (such as the data is on a calendar year basis). You may also want to explain any large variations in the data.

Historical Data Entry

1. For most agencies, performance measurement is not new. For internal purposes, federal or state mandates, or just simply best practices, many agencies historically track performance measures that have never been published formally until now. For these measures that are not new and that are included in your strategic and service area plans, if not already done so, please provide this historical data in Virginia Performs.

2. If in the past you only collected annual rather than quarterly historical data for key measure, then enter the annual data in the fourth quarter.

3. **Any reference to year is state fiscal year unless otherwise noted in the explanatory notes.**

Need help?

- To obtain additional on-line help when completing these forms, click on the round question mark links on the forms.
- For additional questions, please contact your DPB budget analyst.

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