



### Performance Measures

Program/Service: \_\_\_\_\_ Target Audience: \_\_\_\_\_

**Quantity of Effort**

**Quality of Effort**

<u>What We Do</u>	<u>How Well We Do It</u>
Number of Clients/Customers (#)	Common Measures (%)
Number of Activities by Type (#)	Activity-Specific Measures (%)

**Quantity of Impact/Effect**

**Quality of Impact/Effect**

<u>Is Anyone Better Off?</u>	<u>Is Anyone Better Off?</u>
Number with Skills/Knowledge (#)	Percentage with Skills/Knowledge (%)
Number with Attitude (#)	Percentage with Attitude (%)
Number Demonstrating Behavior (#)	Percentage Demonstrating Behavior (%)
Number Meeting Circumstance/Condition (Long-Term Change) (#)	Percentage Meeting Circumstance/Condition (Long-Term Change) (%)

*Point-in-Time vs Point-to-Point Improvement*

Adapted from FPSI