

UNDERSTANDING PERFORMANCE MEASURES

Performance Measure Requirements

Performance Measure Development

Targets – Met/Not Met

Strategies to Increase Performance

PERFORMANCE MEASURE REQUIREMENTS

AT Act Requirements

- “measureable goals . . . related to –
 - education,
 - employment,
 - telecommunications and information technology,
 - community living” and
- “how the State will quantifiably measure the goals”.

PERFORMANCE MEASURE DEVELOPMENT

Development Activities

- stakeholder group – RSA, CSAVR, Family Center on Technology and Disability, RESNA, State AT Programs (2 Directors)
- rejected secondary outcomes like -
 - obtained job subsequent to obtaining AT
 - improved grades/graduated by using AT
 - move to independent living by using AT
- developed concept of “access” and “acquisition”
- ratio measure (percentage) rather than count
 - count favors larger programs, eventually will max out
 - percentage more equitable for all states

PERFORMANCE MEASURE DEVELOPMENT

Access Measure

- Purpose of device demo and loan?
- Decision-making covered majority of purposes
- N = Demo/loan sufficient to allow decision to be made
- D = All demo/loans reported

Acquisition Measure

- Why is SFA or Reuse program used?
- N = Only way can obtain (affordability/availability)
- N = Could use other program but too complex or long wait
- D = All SFA/Reuse recipients reported.

TARGETS

Access Target

- FY11 set at 70%
- Education – 47 of 55 met; 31% lowest reported
- Employment – 46 of 55 met; 27% lowest reported
- Community Living – 45 of 55 met; 18% lowest reported
- IT/Telecommunications – 37 of 44 met; 33% lowest

Acquisition Target

- FY11 set at 75%
- Education – 48 of 55 met; 1% lowest reported
- Employment – 38 of 48 met; 4% lowest reported
- Community Living – 43 of 53 met; 32% lowest reported

STRATEGIES TO INCREASE PERFORMANCE

Low percentage causes

- No Decision Made (Access) or None of the Above (Acquisition)
- Non Responders (Access and Acquisition)
- Reporting events before complete

Strategies

- Collect Performance Measure data at time of event
- Identify areas (ed, employ) as part of “intake” for event
 - Allows you to report non-respondents accurately
- Do not accept data records without performance measure data
 - In-house data system has a validation rule
 - Data record from contractors rejected without performance measure
- Device Loan – Report when all follow-up complete
 - Systematic follow-up, know when 35% allowance is reached
 - Consequences for borrowers not submitting
- Other Ideas?