



Program Performance Measures Information

The following synonyms, definitions, and examples may help you completing the required program performance measures information:

	Service	Output	Outcome	Indicator	Method of Measurement
Synonyms	<i>Service = Activity or Intervention</i>	<i>Output = Product</i>	<i>Outcome = Change</i>	<i>Indicator = Measure</i>	<i>Method of Measurement = Information gathering instrument or technique</i>
Definitions	<i>Service is the program activity or intervention being provided</i>	<i>An Output is expressed as the number of UNITS of service produced, in measurable increments (UNIT MEASURE), and the number of UNDUPLICATED INDIVIUDALS for whom the service is provided</i>	<i>An Outcome describes a beneficial change (knowledge, behavior, or condition) in the people being served</i>	<i>An Indicator is the specific item of information by which a service’s level of success in affecting the desired outcome is measured</i>	<i>A Method of Measurement is the instrument or technique used to gather the information needed to measure the service’s success</i>
Example	Case Management	Unit Measure= 15 minutes Unit Rate= \$11.63 Total Units Provided= 4000 Unduplicated Individuals= 200	Individuals develop and make progress towards goals to address identified needs.	1.) 90% of children have a treatment plan developed 2.) 90% of children will make progress on their goals	1.) Completed treatment plan 2.) Case management notes on progress