

# The Annual Performance Progress Report

System Elements

Process Tips

# Overview

- Introduction
- Building the APPR
- Basic System Elements and Functions
- Entry Options
- Charting
- Reports
- Wrap Up – Q & A



# Building the APPR

- System generates table of measures to be reported on – table of proposed measures
- **Section One** – Executive Summary
- **Section Two** – Key Measure Analysis
- **Section Three** – Using Performance Data

# Executive Summary - Scope of Report

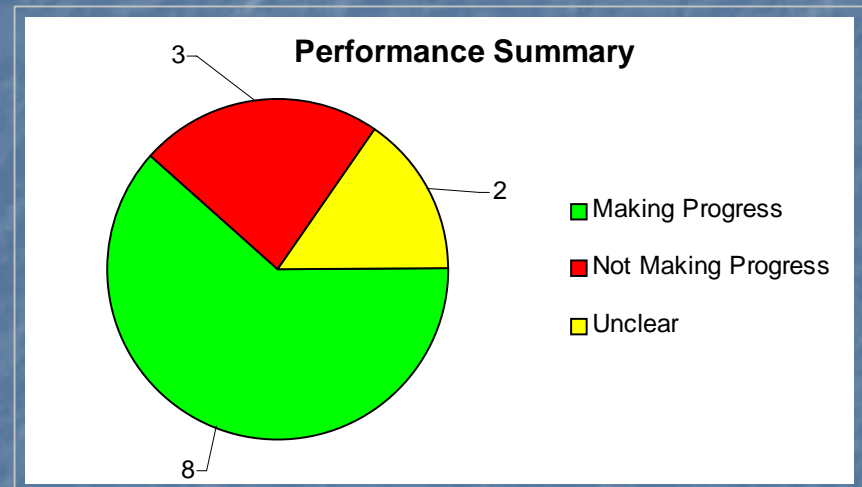
- Short description of what is being reported
- Notation of any significant agency operations not covered by KPM(s)

# Executive Summary – The Oregon Context

- Agency Purpose (societal need, primary outcomes)
- Note societal-level outcomes informed by essential agency work
- Government Partners

# Executive Summary - Performance Summary

- "Pie Chart" – Aggregation of all Measures
- Performance Summary Narrative



# Executive Summary - Challenges

- What happened?
- What actions were taken?
- Lessons learned
- Carry-forward



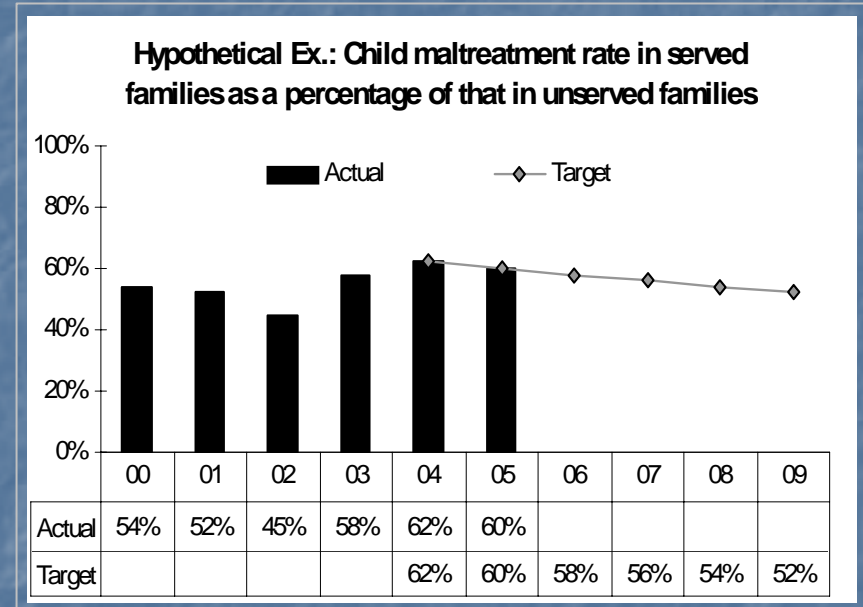
# Executive Summary – Resources & Efficiency

- Budget Summary
- Efficiency Measures
- Process Improvement Summary



# Key Measure Analysis

- Reporting system will automatically generate headers and footers
- Goal
- Context
- Data Source
- Owner



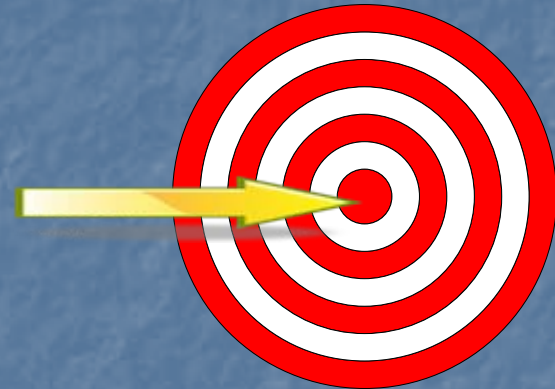
# Key Measure Analysis - Strategy

- Provides a “context” for understanding the data
- Describe essential elements of “how”
- Note significant players and relationships
- Place within overall agency strategic planning process



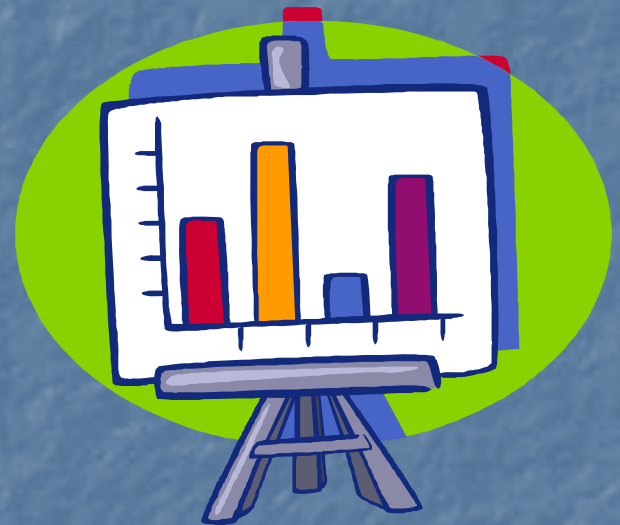
# Key Measure Analysis - Targets

- Clearly identify requests for changes on targets
- All KPM's should have "target" metrics\*
- Rationale
- Methodology - Interpretation



# Key Measure Analysis – *How we are doing*

- Identify underlying assumptions
- What the data “means”
- Impact of anticipated – unanticipated effects
- Detail of all improvement efforts on this measure
- Trending
- Forecasting



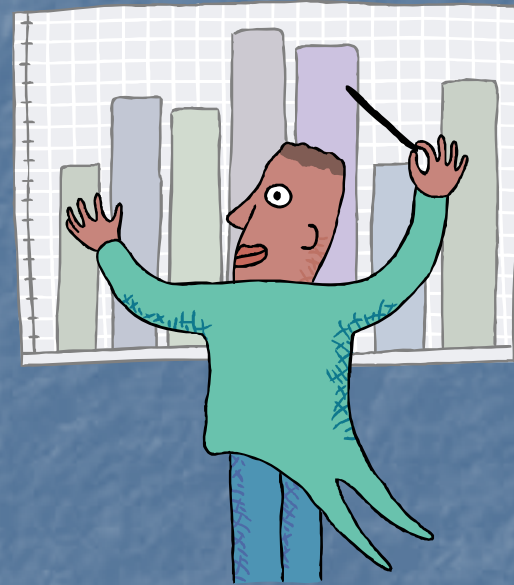
# Key Measure Analysis – *How we compare*

- Comparables are often elusive
- “Apples and Oranges”
- Without external comparators, historical performance can inform



# Key Measure Analysis – *Factors affecting results*

- Comparables are often elusive
- “Apples and Oranges”
- “Translating” other data
- Without useful external comparators, historical performance can inform



# Key Measure Analysis – *What needs to be done*

- Lessons learned
- Revising strategy
- Process improvement efforts
- Resource analysis
- Setting the stage
- Risk-benefit analysis



# Key Measure Analysis – *About the data*

- Reporting cycle
- Methodology
- Context (how to interpret)
- Data integrity
- Additional charting (nominal data analysis and representation)



# Using Performance Data

- Inclusivity
- Managing for results
- Staff training
- Communicating results

