Building the Capacity to Assess the Reliability of Reported Performance Data

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The Impact of Unreliable Data

- Your department reported that it produced 10,000 units of service (UOS) at a cost of $2,000,000 = $200 per unit.

- In fact, it only produced 8,000 UOS. Cost per unit was actually $250.

- Given another $1,000,000 in your budget. Based on previous reported output, decision makers expect another 5,000 UOS to be produced.

- In fact, you can only produce another 4,000. You’ll be 1,000 units short of expectations that you will have to explain to decision makers.
Reliability of Performance Measurement Data: Criteria

Reliable measurement data: Verifiable, correctly computed data (accurate), free from bias and corresponding to the phenomenon reported (valid), calculated the same way over time and controlled (consistent).

Each measure and its data should be:

**Accurate**
- Computed correctly
- Neither overstated nor understated
- Appropriately precise

**Valid**
- Corresponds to the phenomena reported
- Correctly defined
- Data & calculation comply with definition
- Unbiased

**Consistent**
- Consistent with previous periods
- Controlled by adequate systems
Performance Measures Self-Assessment Process

Step 1 - Choose measure to review

Part A - Measure Definition
Step 2 - Review measure definition
Step 3 - Identify department staff involved in gathering data for the measure

Part B - Summary Documentation
Step 4 - Determine if summary documentation supports the performance data reported to performance measures database
Performance Measures Self-Assessment Process

Part C - Controls
Step 5 - Collect information on the process used to generate performance data
Step 6 - Develop a high-level process flowchart
Step 7 - Determine whether accurate controls over performance data exist

Part D - Source Documentation
Step 8 - Determine whether source documents support the measure results reported
Step 9 - Determine the assessment category
Step 10 - Describe plans for improvement