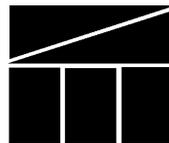


**Instructions  
for submitting agency  
performance measurement data**



**Fiscal Year 2003**



**Department of Planning and Budget  
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# Overview

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***This section provides an overview on submitting performance measurement data***

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This package of instructions provides guidance on updating your agency's FY 2003 performance measurement data. You should update your performance data with the most recent data available for the time period associated with each measure, usually for fiscal year 2003, which ended June 30, 2003. You will input your updates directly into the *Virginia Results* web site. Agencies are to update their performance measurement data by **September 24, 2003**. ***Notify your DPB budget analyst by email when you have completed your update.***

You may also, at this time, modify existing measures to make them more relevant and useful or you may add additional measures. ***You must notify your DPB budget analyst if you are making a change to a measure or deleting a measure.***

These instructions apply to all Executive Branch agencies, with the exception of higher education institutions, unless otherwise notified.

## Overview of performance measures

Performance measurement is the systematic collection and reporting of information that track resources used, work produced, and intended results achieved. State agencies in Virginia have developed and reported progress on agency performance measures since the early 1990s. The Department of Planning and Budget currently collects data on approximately 600 performance measures and associated results data from over 100 executive branch and several independent agencies. The types of performance measures include input, output, efficiency, quality, and outcome measures, and vary from having a program-specific to an agency-wide focus.

### Benefits of Performance Measurement

Many government agencies report beneficial changes to their organizational culture as a result of performance measurement. In general, governments that measure performance do so because it:

- Strengthens accountability
- Enhances decision-making
- Improves customer service
- Assists in determining effective resource use
- Supports strategic planning and goal-setting

### About the *Virginia Results* web site

The Commonwealth transitioned to using a web-based system, *Virginia Results*, to collect performance information in 2001 to increase the efficiency of performance data collection and reporting processes. This site is a centralized resource for a variety of results-oriented information generated from state agencies. *Virginia Results* is accessible directly from the home pages of

DPB and the Commonwealth. It emphasizes the importance of performance management in the Commonwealth and ensuring that results-oriented information of all types is directly and centrally accessible for audiences. Via forms on the site, agencies are able to directly submit performance management information. If decision-makers or citizens want to obtain additional planning, measurement, or evaluation information, *Virginia Results* provides contact information to expedite such a request.

The *Virginia Results* web site allows agencies to modify, delete, and add performance measures, as needed. ***Please contact your DPB budget analyst when adding a measure, making significant changes to a measure, or when deleting a measure.***

### **Note: Virginia Results accessible to the public**

As soon as information is submitted in the forms, it is accessible for public viewing on *Virginia Results*. The information entered into *Virginia Results* can be accessed and modified at any time by agencies, unless otherwise directed by DPB.

### **APA Review**

Updating your agency's performance measures is important because of new requirements for the Auditor of Public Accounts (APA) to review performance measures as part of its audits of agencies. House Bill 1003, enacted by the 2002 General Assembly, amended Section 30-133 of the Code of Virginia authorizing the Auditor of Public Accounts "to determine that state agencies are providing and reporting appropriate information on financial and performance measures, and the Auditor shall review the accuracy of the management systems used to accumulate and report the results. The Auditor shall report annually to the General Assembly the results of such audits and make recommendations, if indicated, for new or revised accountability or performance measures to be implemented for the agencies audited."

Staff from the APA will conduct follow-up reviews of agency performance measures, and may contact your agency to obtain additional information about your performance measurement data collection efforts and how you calculate your measures.

# Updating your performance measures

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*This section provides details about updating performance measurement data*

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## Making changes to your agency's performance measures

Each agency is required to have at least one performance measure. There is no maximum limit to how many measures an agency can list on *Virginia Results*, as long as the measures are relevant and have a useful benefit.

Should your agency wish to modify or add performance measures, make sure that your measures meet the following criteria. Measures should be:

- **Results-oriented** - focused primarily on desired outcomes, less on outputs
- **Important** - concentrate on significant matters
- **Focused** – related to one issue
- **Reliable** – accurate, consistent information over time
- **Useful** - information is valuable to both policy and program decision-makers and can be used to provide continuous feedback on performance to agency staff and managers
- **Quantitative** - expressed in terms of numbers or percentages
- **Realistic** – feasible to collect on a regular basis
- **Cost-effective** - sufficiently valuable measure to justify the cost of collecting the data
- **Easy to interpret** – understandable and do not require an advanced degree in statistics to use and understand
- **Comparable** - can be used for benchmarking against other organizations, internally and externally
- **Credible** - users have confidence in the validity of the data

Additional resource information to assist you in developing and improving your performance measures can be located on the training section of *Virginia Results* located at:

<http://www.dpb.state.va.us/VAResults/Training/TrainingMain.html>

## Obtaining a UserID and Password

To access your agency's performance management section on *Virginia Results*, use the UserID and password assigned to your agency. If you do not have a UserID and password, instructions for obtaining them are included below.

If an agency has not received a UserID and password to the Managing Agency Planning and Performance Information section of *Virginia Results*, it must contact DPB via email (perform@dpb.state.va.us). (This is a different UserID and password than required for the Executive Agreement section). In this email, agencies are to submit the agency's name, agency code, and the name and email address of the person responsible for entering data on *Virginia Results*. DPB will then email to this person a UserID and password giving access to the site.

Each agency will receive one UserID and password. Anyone with this UserID and password can access and change the agency's strategic planning and performance measurement information on *Virginia Results*. DPB strongly suggests that you limit the distribution of the UserID and password only to those authorized to make changes to this information.

## **How to enter data in *Virginia Results***

To update your agency's performance measures in *Virginia Results*, following these instructions:

1. From DPB's web site ([www.dpb.state.va.us](http://www.dpb.state.va.us)), click on the link entitled *Virginia Results*. This takes you to the *Virginia Results* home page.
2. Click on the link entitled "Managing Agency Planning and Performance Information" in the Agency Work Area section of the web site. This will take you to a login screen. Enter your UserID and password. If correctly entered, this takes you to your Agency Home page.
3. If this is the first time accessing the site, the user will be required to complete a short agency contact information form. This contact information will be used to provide DPB and those viewing the publicly accessible portion of *Virginia Results* with someone to contact for further information on the agency's strategic planning or performance measurement efforts. This contact, therefore, should be relatively accessible and knowledgeable about the agency's efforts in these areas. Please make sure your agency contact information is kept up-to-date.
4. To update performance measurement data, click on the Add/Modify/Delete Measures link in the Performance Measurement Forms section of your Agency Home page. This takes you to the Modify/Delete/Add Performance Measures page. Once there, click on the Modify Measure/Performance Data link under each measure to update the performance data for that measure. In general, you should update your performance data with the most recent data available for the specific time period associated with each measure, usually for the entire fiscal year ending June 30, 2003.  
*Note: When entering performance target data, please make sure you enter the fiscal year for which the target applies.*
5. **Remember to email your DPB budget analyst when you have completed updating your performance measures.**

## **Need help?**

- To obtain additional on-line help when completing these forms, click on the round question mark links on the forms.
- For additional questions/comments, contact Herb Hill at 804-786-8813.