



**Office of  
Financial Management**  
STATE OF WASHINGTON

# **Activity Inventory Performance Measure Assessment**

## **Department of Social and Health Services Economic Services Administration (ESA)**

*Final – March 16, 2007*

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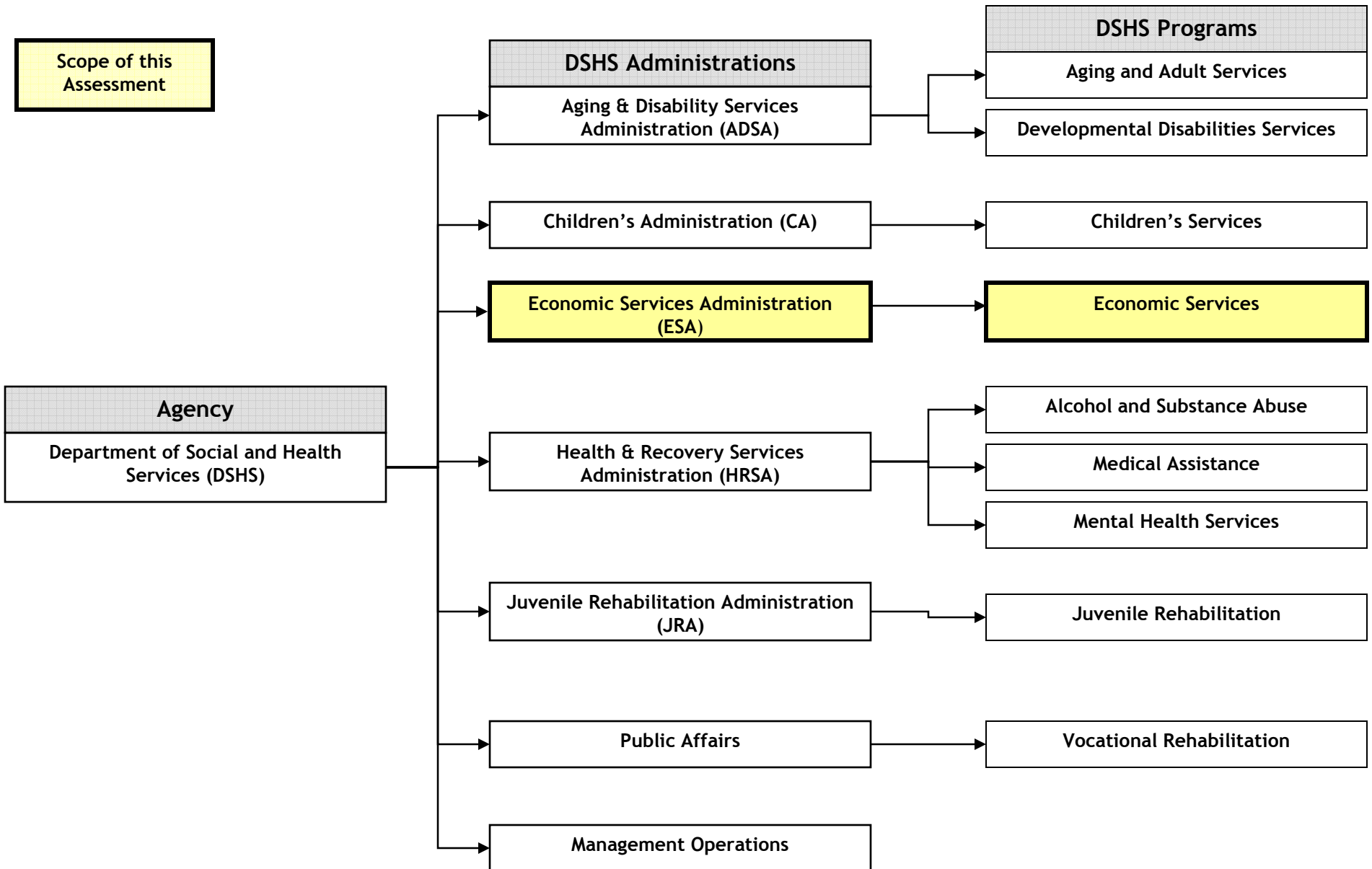
**Roger Wilson**

Based on a review of the following: Economic Services Administration Strategic Plan 2007-2011; GMAP presentations for Child Support, Basic Food, and Community Services; OFM Performance Measure Tracking (PMT) data for DSHS ESA (agency 300, program 060)

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# DSHS Administration/Program Alignment - Scope of this Assessment



## Current Strengths and Good Practices

- Economic Services Administration (ESA) uses data to manage its programs, and has a good portfolio of relevant information.
- Measures are used for multiple purposes, and are reported timely and consistently.

# Comments About the Budget Activity Measures 1

- Most Economic Services Administration (ESA) measures are Federal incentive measures, i.e., a state can receive incentive funding if its performance exceeds targets set by the federal government.
- To ensure comparability among states, the federal government prescribes the formula for measures, and audits the results.
- While these measures have good characteristics (they are about outcomes, they are reliable and comparable, and tracking them ensures that Washington receives federal funding), they have drawbacks:
  - Cumulative reporting masks quarterly performance
  - Federally prescribed formulas may not be what managers typically need to know
  - Formulas may yield illogical results (e.g. results over 100%, or shifts in performance that are due to mechanical application of a formula rather than underlying agency work).
- ESA may want to consider additional measures that tell a better story about its performance.

# Comments About the Budget Activity Measures 2

- The Economic Services Administration (ESA) is the front-line face of DSHS. Over 4,000 employees, with a biennial budget of over \$2 billion, serving over 940,000 customers in FY 2004, one in six Washingtonians.
- Over 60% of ESA's activities (12 of 19) do not have performance measures. Several of these activities have measures in ESA's strategic plan.
- Some ESA activities encompass multiple functions and roles, such as:
  - Legal (working with courts and prosecuting attorneys);
  - Fiscal (payment processing, accounting and auditing);
  - Client advocacy (e.g. passport revocation reversal); and
  - Technology (case file imaging).
  - All these examples are from a single activity: Child Support Enforcement.
- ESA may want to consider additional activities and measures to better tell its story.

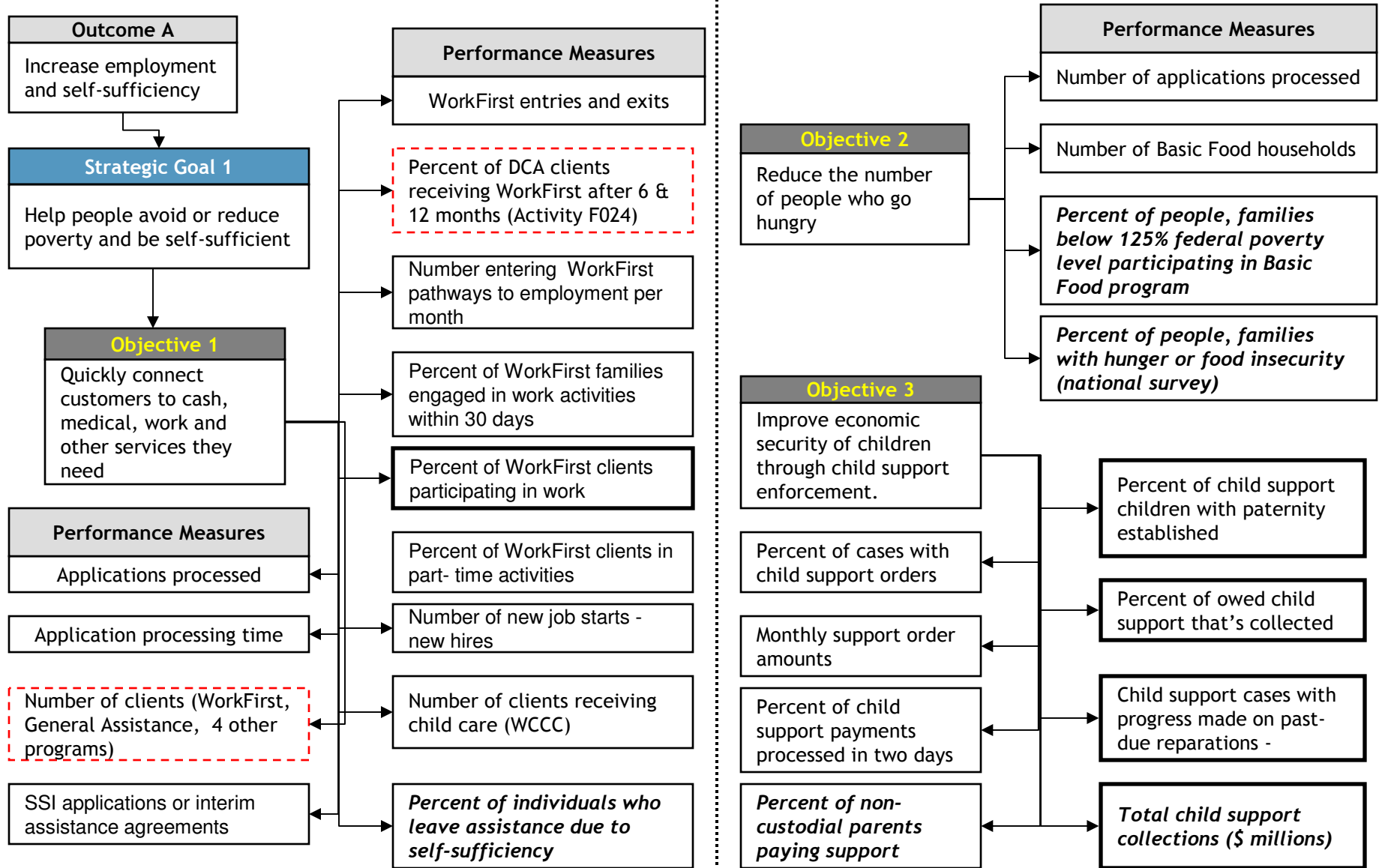
# Potential Improvements

1. DSHS ESA staff and OFM budget staff should identify relevant measures for Activities that do not have performance measures, and get them into the Performance Measure Tracking system (PMT).
2. ESA's portfolio of measures could be improved by adding some outcome measures that are already used in GMAP and the Administration's strategic plan (e.g. percent of individuals leaving assistance due to self-sufficiency, and time it takes customers to receive food assistance).
3. DSHS and OFM staff should review the process, roles and technology for entering and releasing data so that performance data can be available in PMT as quickly and easily as possible.

# Agency Comments and Future Actions

- ESA appreciates the review and analysis reflected in the assessment. The observations and recommendations for potential improvements can help us enhance the data and performance measures we provide to OFM. Over the next year, the administration will:
  - Work in conjunction with the DSHS Budget Office, the DSHS Planning, Performance, and Accountability Administration, and OFM budget staff to include relevant and meaningful performance measures in the PMT, focusing on areas that are primary budget drivers and on measures that reflect the major portions of ESA business;
  - Ensure the DSHS Budget Office review with OFM staff the process, roles and technology for entering and releasing data in a timely fashion
- Data on Slides 19 & 20 now belong with the Department of Early Learning
- ESA also agrees with the observation that “cumulative reporting masks quarterly performance”. However, given the nature of our services, quarterly reporting may also mask significant issues critical to understanding the data, such as seasonality. To make the PMT a more effective planning and performance management tool, ESA strongly recommends that the system be modified to contain and display data on a monthly basis or provide a different platform for reporting and analysis.

# ESA Strategic Plan Performance Measures



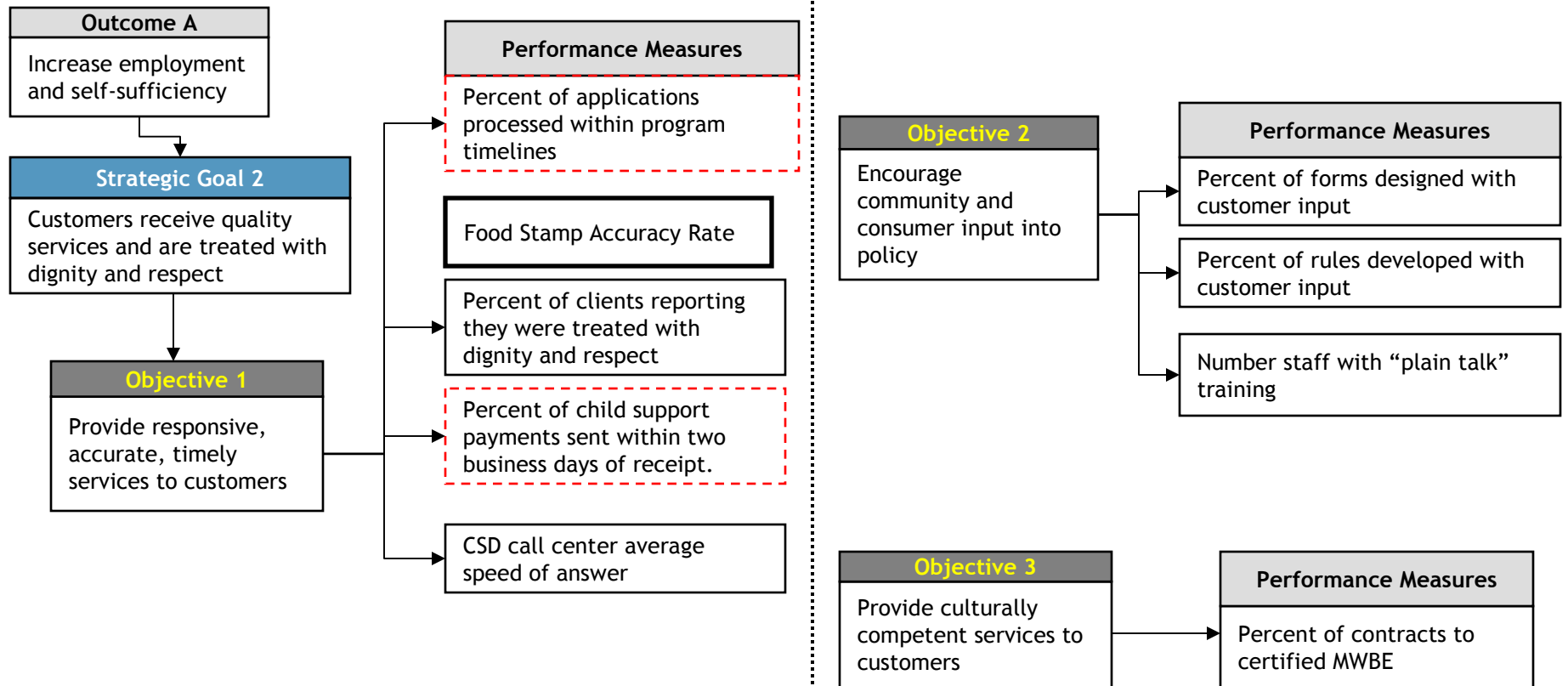
- Also a budget activity measure



- Good candidate for activity measure

Outcome measures (?) in ESA Plan

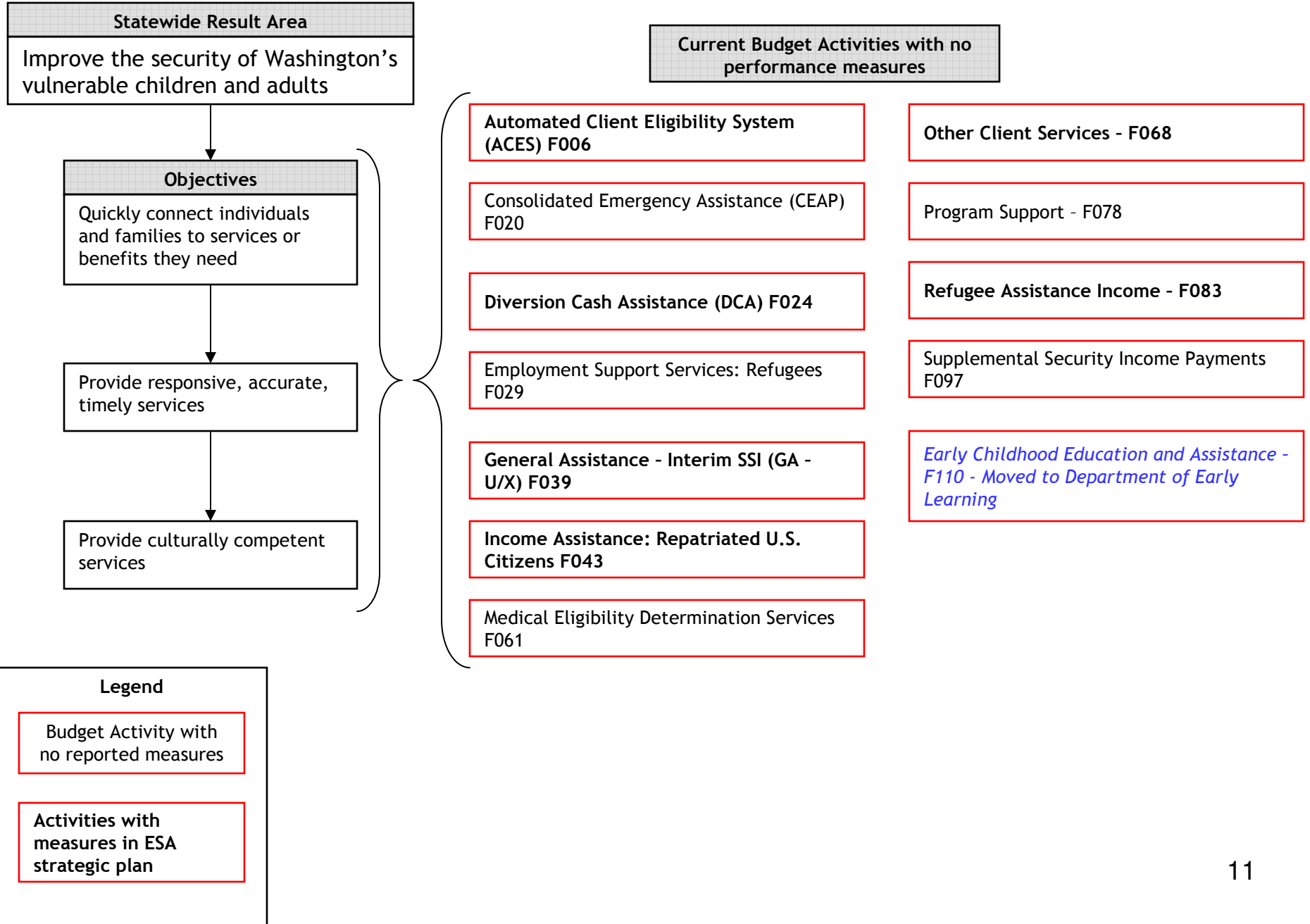
# ESA Strategic Plan Performance Measures, cont'd.



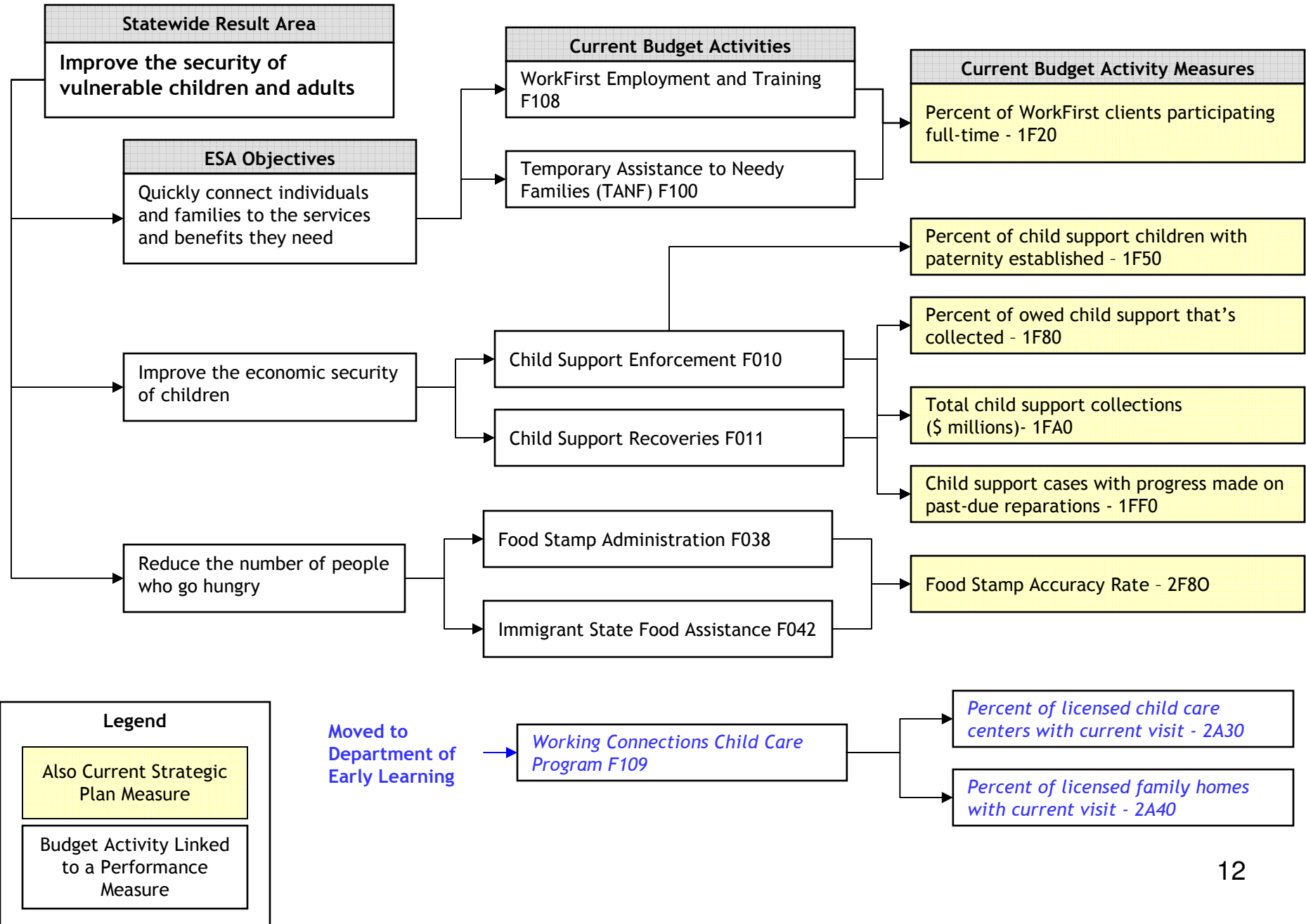
Note: ESA strategic goals, objectives, and measures related to agency administration are not included here.

- Also a budget activity measure    
  - Good candidate for activity measure    
 Outcome measures (?) in ESA Plan


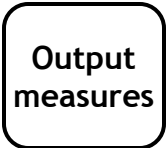
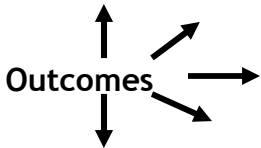
# ESA Budget Activities with No Performance Measures



# ESA Budget Activity & Performance Measure Linkages



# Activity Measure Perspectives

Process characteristics that customers/stakeholders want	Product or service attributes customers/stakeholders want	Customer/stakeholder desired outcomes
		
Process characteristics the agency wants	Product/service attributes the agency wants	Agency desired outcomes
<p>Percent of child support children with paternity established - 1F50</p> <p>Food Stamp Accuracy Rate - 2F80</p> <p><i>The following measures have moved to the Department of Early Learning:</i></p> <p><i>Percent of child care centers with current license - 2A30</i></p> <p><i>Percent of family homes with current license - 2A40</i></p>	<p>Total child support collections (\$ millions)- 1FA0</p>	<p>Percent of owed child support that's collected - 1F80</p> <p>Percent of WorkFirst clients participating full-time - 1F20</p> <p>Child support cases with progress made on past-due reparations - 1FF0</p>

# Activity Measure Assessment— Full-time WorkFirst Participation

<p><b>Performance Measure Description:</b> Percent of WorkFirst clients participating full-time - 1F20</p>	<p style="text-align: center;"><b>Percent of WorkFirst clients with full-time participation</b></p> <table border="1"> <caption>Approximate Data from Graph</caption> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2003-05</td><td>Q1</td><td>42.0</td><td>35.0</td></tr> <tr><td>2003-05</td><td>Q2</td><td>45.0</td><td>34.5</td></tr> <tr><td>2003-05</td><td>Q3</td><td>44.5</td><td>35.0</td></tr> <tr><td>2003-05</td><td>Q4</td><td>42.0</td><td>40.5</td></tr> <tr><td>2003-05</td><td>Q5</td><td>37.0</td><td>35.5</td></tr> <tr><td>2003-05</td><td>Q6</td><td>37.0</td><td>34.5</td></tr> <tr><td>2003-05</td><td>Q7</td><td>40.0</td><td>35.0</td></tr> <tr><td>2003-05</td><td>Q8</td><td>38.0</td><td>40.5</td></tr> <tr><td>2005-07</td><td>Q1</td><td>36.0</td><td>35.0</td></tr> <tr><td>2005-07</td><td>Q2</td><td>38.5</td><td>34.5</td></tr> <tr><td>2005-07</td><td>Q3</td><td>41.5</td><td>35.0</td></tr> <tr><td>2005-07</td><td>Q4</td><td>38.0</td><td>40.5</td></tr> <tr><td>2005-07</td><td>Q5</td><td>35.5</td><td>35.5</td></tr> <tr><td>2005-07</td><td>Q6</td><td>31.0</td><td>34.5</td></tr> <tr><td>2005-07</td><td>Q7</td><td>-</td><td>35.0</td></tr> <tr><td>2005-07</td><td>Q8</td><td>-</td><td>40.5</td></tr> </tbody> </table>	Year	Quarter	Actual Performance (%)	Target (%)	2003-05	Q1	42.0	35.0	2003-05	Q2	45.0	34.5	2003-05	Q3	44.5	35.0	2003-05	Q4	42.0	40.5	2003-05	Q5	37.0	35.5	2003-05	Q6	37.0	34.5	2003-05	Q7	40.0	35.0	2003-05	Q8	38.0	40.5	2005-07	Q1	36.0	35.0	2005-07	Q2	38.5	34.5	2005-07	Q3	41.5	35.0	2005-07	Q4	38.0	40.5	2005-07	Q5	35.5	35.5	2005-07	Q6	31.0	34.5	2005-07	Q7	-	35.0	2005-07	Q8	-	40.5
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<p><b>Budget Activity Links:</b> Temporary Assistance to Needy Families (TANF, F100), WorkFirst Employment and Training (F108)</p>																																																																					
<p><b>Category of Measure:</b> Client participation in work is an <b>outcome</b> of these activities.</p>																																																																					
<p><b>Analysis of Variation:</b> There is a stable, predictable downward trend of about seven-tenths of a percentage point per quarter.</p>																																																																					
<p><b>Analysis of Targeted vs. Actual Performance:</b> Actual performance seems to lead expected performance by one quarter. Targets assume stable performance, but the trend is declining participation.</p>																																																																					

Comments About Desirable Characteristics		<p><b>General Comments &amp; Explanations:</b></p> <ul style="list-style-type: none"> <li>• The federal definition may change, affecting the data, and hence, the measure’s comparability going forward.</li> <li>• One possible explanation of the downward trend is that easily-employed WorkFirst clients leave the pool of clients.</li> <li>• Targets and performance seem to be “out of sync” (note that peaks are off by one quarter). If the objective is to match annual variation, then shifting targets back one quarter would allow easier comparison of actual performance against expected levels.</li> </ul>
<p><b>Relevance:</b> Very relevant.</p>	<p><b>Timeliness:</b> Good</p>	
<p><b>Understandability:</b> Could be improved by clarifying what “with full time participation” in work means.</p>	<p><b>Reliability:</b> Good</p>	
<p><b>Comparability:</b> ESA Staff reports the federal government is going to change definitions, which will affect the data comparability</p>	<p><b>Cost Effectiveness:</b> Good - this is used for strategic plan</p>	

## Existing Activity Measure Assessment - Children with paternity established

<p><b>Performance Measure Description:</b> Children in child support caseload with paternity established (PM 1F50). The denominator is number of births out of wedlock the previous year. The numerator is this year’s children with paternity established.</p>	<p><b>Percent of client children with paternity established per year</b> (cumulative to Federal Fiscal Year end, Q1 &amp; Q5)</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Percent of client children with paternity established per year</caption> <thead> <tr> <th>Fiscal Year</th> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td rowspan="8">2003-05</td><td>Q1</td><td>98%</td></tr> <tr><td>Q2</td><td>~92%</td></tr> <tr><td>Q3</td><td>~92%</td></tr> <tr><td>Q4</td><td>~92%</td></tr> <tr><td>Q5</td><td>97%</td></tr> <tr><td>Q6</td><td>~92%</td></tr> <tr><td>Q7</td><td>~92%</td></tr> <tr><td>Q8</td><td>~92%</td></tr> <tr><td rowspan="6">2005-07</td><td>Q1</td><td>94.6%</td></tr> <tr><td>Q2</td><td>~92%</td></tr> <tr><td>Q3</td><td>~92%</td></tr> <tr><td>Q4</td><td>~92%</td></tr> <tr><td>Q5</td><td>98.1%</td></tr> <tr><td>Q6</td><td>~92%</td></tr> </tbody> </table>	Fiscal Year	Quarter	Percentage	2003-05	Q1	98%	Q2	~92%	Q3	~92%	Q4	~92%	Q5	97%	Q6	~92%	Q7	~92%	Q8	~92%	2005-07	Q1	94.6%	Q2	~92%	Q3	~92%	Q4	~92%	Q5	98.1%	Q6	~92%
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<p><b>Budget Activity Links:</b> Child support enforcement (F010), Child Support Recoveries (F011)</p>																																		
<p><b>Category of Measure:</b> This measures part of the process of establishing and collecting child support.</p>																																		
<p><b>Analysis of Variation:</b> Not enough data to judge. Changes in the measure in the first quarter of the federal fiscal year (Q2 and Q6) are caused by mechanics of the federally-mandated formula.</p>																																		
<p><b>Analysis of Targeted vs. Actual Performance:</b> The most important performance target is remaining above 80%, which is the threshold for receiving \$3 million a year in federal incentive payments.</p>																																		

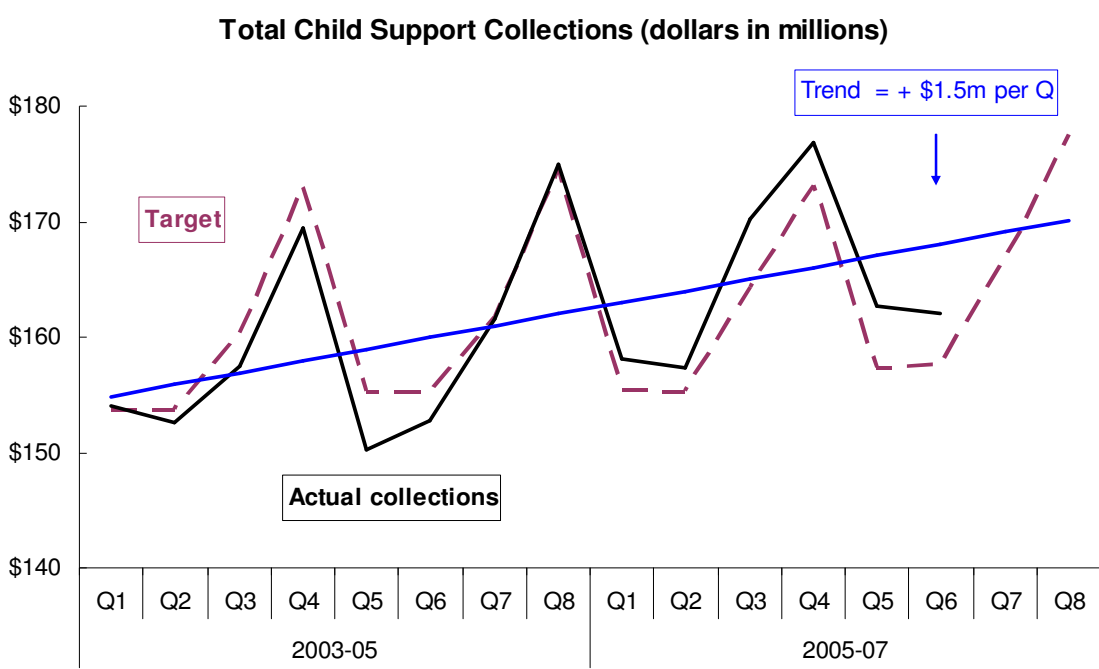
Comments About Desirable Characteristics		General Comments & Explanations:
<p><b>Relevance:</b> Establishing paternity is necessary for subsequent child support collection.</p>	<p><b>Timeliness:</b> Good</p>	<ul style="list-style-type: none"> <li>•Determining paternity (i.e. the legal father of a child) is a necessary step to any subsequent collection of child support.</li> <li>•Performance on this federal indicator produces funding, but tells little about actual activities by ESA.</li> <li>• The population of interest to ESA is <b>children without paternity</b>, so a better measure of DSHS effort might be <b>number of children without paternity who have it established</b>, either through affidavit or court order. This data may be readily available. If so, ESA should consider adding this measure, as it may be a better indicator of their work.</li> </ul>
<p><b>Understandability:</b> Although this appears straightforward, the “federal math” formula incorporates data from two different years, and results are cumulative through the year to end of the federal fiscal year (quarters 1 and 5). See “Comparability”, right.</p>	<p><b>Cost Effectiveness:</b> Very good - used for federal measures, strategic planning and GMAP.</p>	
<p><b>Reliability:</b> Very good - federal auditors check the data.</p>	<p><b>Comparability:</b> All states use this, but the federal formula has a denominator of prior-year births out of wedlock, and a numerator of this year’s paternity determinations. The formula is “reset” Oct. 1. With a different numerator and denominator, it’s difficult to compare performance year to year.</p>	

## Existing Activity Measure Assessment— Percent of Child Support Owed that is Collected

<b>Performance Measure Description:</b> Percent of owed child support that's collected when due – 1F80	<div style="text-align: center;"> <b>Percent of Child Support Owed that is Collected</b> </div> <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q5</th> <th>Q6</th> <th>Q7</th> <th>Q8</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q5</th> <th>Q6</th> <th>Q7</th> <th>Q8</th> </tr> </thead> <tbody> <tr> <td>2003-05</td> <td>63%</td> <td>63%</td> <td>62%</td> <td>63%</td> <td>63%</td> <td>64%</td> <td>67%</td> <td>66%</td> <td>62%</td> <td>63%</td> <td>63%</td> <td>64%</td> <td>64%</td> <td>64%</td> <td>64%</td> <td>64%</td> </tr> <tr> <td>2005-07</td> <td>61%</td> <td>61%</td> <td>62%</td> <td>63%</td> <td>63%</td> <td>64%</td> <td>66%</td> <td>66%</td> <td>66%</td> <td>67%</td> <td>67%</td> <td>67%</td> <td>67%</td> <td>67%</td> <td>68%</td> <td>68%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	2003-05	63%	63%	62%	63%	63%	64%	67%	66%	62%	63%	63%	64%	64%	64%	64%	64%	2005-07	61%	61%	62%	63%	63%	64%	66%	66%	66%	67%	67%	67%	67%	67%	68%	68%
Year		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8																																			
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Comments About Desirable Characteristics		<b>General Comments &amp; Explanations:</b> <ul style="list-style-type: none"> <li>Federal measures such as this may be useful to track because performance above an incentive level can produce revenue for the state.</li> <li>However, there may be alternative measures and data used by ESA management to track work performance in this area that would tell a better story (e.g. percent of non-custodial parents paying support for their children).</li> <li>The abnormally high level in Q7 2003-05 may be related to a one-time tax refund in March 2005. The reason for the drop in 2005-07 Q1 is not clear.</li> </ul>
<b>Relevance:</b> Good - the percent of child support that's collected relates to the level funds available for children.	<b>Timeliness:</b> Good - data is available monthly.	
<b>Understandability:</b> Good on the surface, but the federal formula may yield non-intuitive results, or seem to show changes that are due to factors outside ESA's control.	<b>Reliability:</b> Good	
<b>Comparability:</b> Very good - used by all states.	<b>Cost Effectiveness:</b> Very good - used for federal reporting and GMAP.	

# Existing Activity Measure Assessment – Total Child Support Collection

<p><b>Performance Measure Description:</b> Total child support collections, in millions of dollars - 1FA0</p>	<p style="text-align: center;"><b>Total Child Support Collections (dollars in millions)</b></p>  <table border="1" style="display: none;"> <caption>Estimated Data from Chart</caption> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Actual Collections (\$M)</th> <th>Target (\$M)</th> </tr> </thead> <tbody> <tr><td>2003-05</td><td>Q1</td><td>154</td><td>154</td></tr> <tr><td>2003-05</td><td>Q2</td><td>153</td><td>154</td></tr> <tr><td>2003-05</td><td>Q3</td><td>158</td><td>160</td></tr> <tr><td>2003-05</td><td>Q4</td><td>170</td><td>172</td></tr> <tr><td>2003-05</td><td>Q5</td><td>150</td><td>155</td></tr> <tr><td>2003-05</td><td>Q6</td><td>153</td><td>155</td></tr> <tr><td>2003-05</td><td>Q7</td><td>162</td><td>160</td></tr> <tr><td>2003-05</td><td>Q8</td><td>175</td><td>165</td></tr> <tr><td>2005-07</td><td>Q1</td><td>158</td><td>155</td></tr> <tr><td>2005-07</td><td>Q2</td><td>157</td><td>155</td></tr> <tr><td>2005-07</td><td>Q3</td><td>170</td><td>165</td></tr> <tr><td>2005-07</td><td>Q4</td><td>177</td><td>173</td></tr> <tr><td>2005-07</td><td>Q5</td><td>162</td><td>158</td></tr> <tr><td>2005-07</td><td>Q6</td><td>162</td><td>158</td></tr> <tr><td>2005-07</td><td>Q7</td><td>168</td><td>165</td></tr> <tr><td>2005-07</td><td>Q8</td><td>170</td><td>175</td></tr> </tbody> </table>	Year	Quarter	Actual Collections (\$M)	Target (\$M)	2003-05	Q1	154	154	2003-05	Q2	153	154	2003-05	Q3	158	160	2003-05	Q4	170	172	2003-05	Q5	150	155	2003-05	Q6	153	155	2003-05	Q7	162	160	2003-05	Q8	175	165	2005-07	Q1	158	155	2005-07	Q2	157	155	2005-07	Q3	170	165	2005-07	Q4	177	173	2005-07	Q5	162	158	2005-07	Q6	162	158	2005-07	Q7	168	165	2005-07	Q8	170	175
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<p><b>Category of Measure:</b> Child support collected is an output of these activities</p>																																																																					
<p><b>Analysis of Variation:</b> There is a stable, predictable trend of increasing collections. The process has a regular cycle with peaks in March to June (Q4 and Q8) due to IRS tax return recoveries.</p>																																																																					
<p><b>Analysis of Targeted vs. Actual Performance:</b> Performance has exceeded the target for six quarters in a row.</p>																																																																					

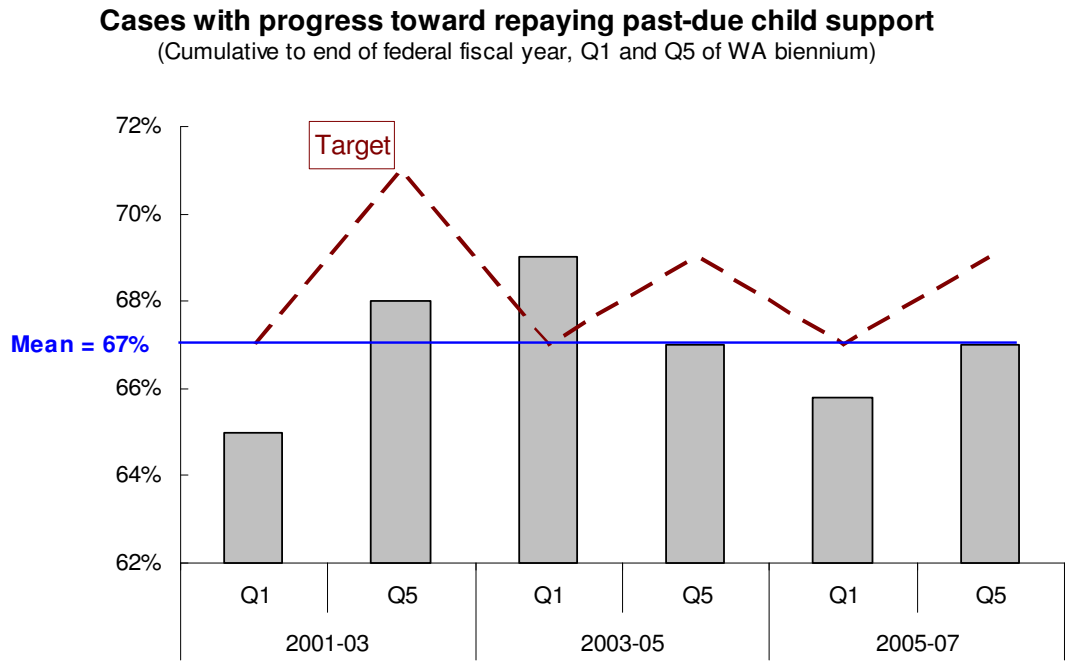
Comments About Desirable Characteristics	
<p><b>Relevance:</b> Very relevant</p>	<p><b>Timeliness:</b> Good</p>
<p><b>Understandability:</b> Very good</p>	<p><b>Reliability:</b> Good</p>
<p><b>Comparability:</b> Good</p>	<p><b>Cost Effectiveness:</b> Good - also used for GMAP.</p>

**General Comments & Explanations:**

- Not much to say - a good measure with performance going the right direction.

# Existing Activity Measure Assessment— Cases Repaying Past-due Child Support

<b>Performance Measure Description:</b> Percent of child support cases where progress is being made in past-due reparations - 1FF0
<b>Budget Activity Links:</b> Child support enforcement (F010), Child Support Recoveries (F011)
<b>Category of Measure:</b> Collecting past-due child support is an <b>outcome</b> of these activities.
<b>Analysis of Variation:</b> This appears to be a stable process with little variation.
<b>Analysis of Targeted vs. Actual Performance:</b> Actual collections have consistently tracked the target, but lagged it by two percent, for the last three years.



Comments About Desirable Characteristics	
<b>Relevance:</b> Collecting child support payments in arrears is a significant problem, but the federal formula does not exactly measure that (see ** under comments, right).	<b>Timeliness:</b> This is reported quarterly.
<b>Understandability:</b> Fair - see ** under comments, right.	<b>Reliability:</b> Good - federal data is audited.
<b>Comparability:</b> Good - federal measures are used by all states.	<b>Cost Effectiveness:</b> Good, used for federal reporting and GMAP.

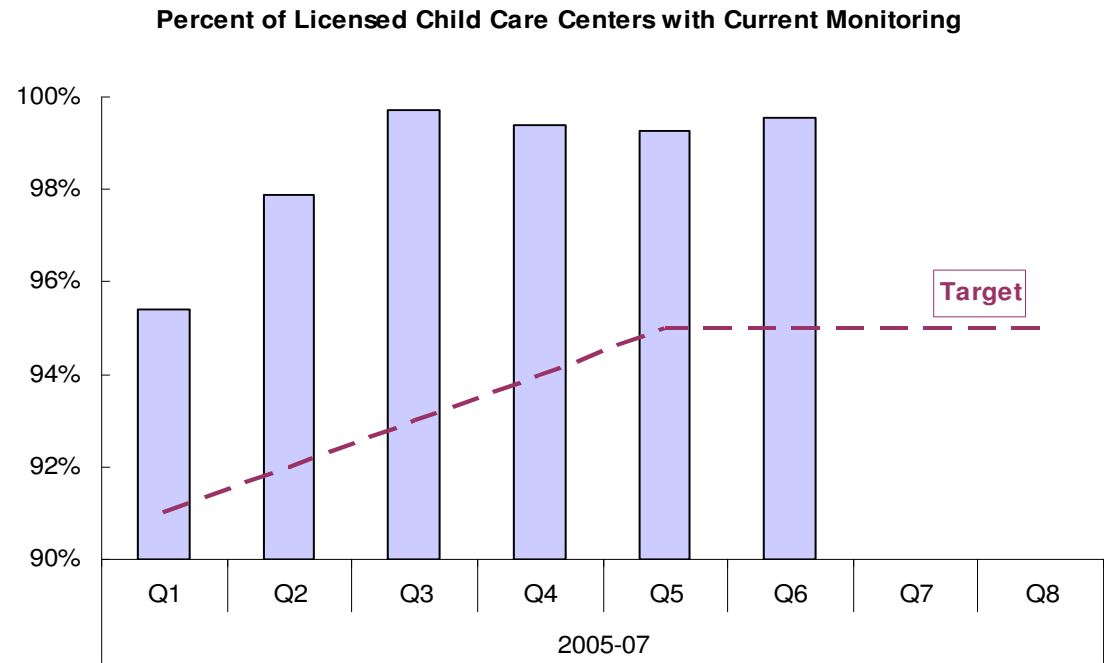
**General Comments & Explanations:**

\*\* The federal calculation is a simple tally of any case during a year that makes any payment on a past due child support payment, so a single payment of one dollar counts the same as 12 payments of \$100.

- Data is reported quarterly to OFM, cumulative to the end of the Federal Fiscal Year (Sept. 30, equivalent to Q1 and Q5 of WA biennium). The chart above only shows the year-end data.
- The “arrears problem” is large (up to \$2 billion in WA state alone), complex (involving amounts set by courts), and difficult to impact. Social service agencies nationwide are discussing solutions, so better performance measures may be identified soon.

## Existing Activity Measure Assessment— Child Care Centers with Current Monitoring Visits

<b>Performance Measure Description:</b> Percent of licensed child care centers that are up-to-date on monitoring visits - 2A30
<b>Budget Activity Links:</b> Working Connections Child Care Program F109, which has moved to the Department of Early Learning (DEL)
<b>Category of Measure:</b> This appears to be a process measure.
<b>Analysis of Variation:</b> Not enough data to judge
<b>Analysis of Targeted vs. Actual Performance:</b> Performance consistently exceeds the target.



Comments About Desirable Characteristics	
<b>Relevance:</b> Poor - not clear how or why or how “percent of current monitoring visits” contributes to results.	<b>Timeliness:</b> Good
<b>Understandability:</b> Fair.	<b>Reliability:</b> Good
<b>Comparability:</b> Good	<b>Cost Effectiveness:</b> Unknown, as this program is under another Department’s jurisdiction now.

**General Comments & Explanations:**

- ESA no longer has data, as this activity has been moved to the new Department of Early Learning.

## Existing Activity Measure Assessment— Family Homes with Current Monitoring Visits

<p><b>Performance Measure Description:</b> Percent of licensed child care family homes that are up-to-date on monitoring visits - 2A40</p>	<p style="text-align: center;"><b>Percent of Licensed Family Homes with Current Monitoring Visits</b></p> <table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Quarter</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>94</td><td>92</td></tr> <tr><td>Q2</td><td>97.8</td><td>93.2</td></tr> <tr><td>Q3</td><td>99</td><td>94.4</td></tr> <tr><td>Q4</td><td>99.2</td><td>95</td></tr> <tr><td>Q5</td><td>99.4</td><td>95</td></tr> <tr><td>Q6</td><td>99.2</td><td>96</td></tr> <tr><td>Q7</td><td>-</td><td>96</td></tr> <tr><td>Q8</td><td>-</td><td>97</td></tr> </tbody> </table>	Quarter	Actual Performance (%)	Target (%)	Q1	94	92	Q2	97.8	93.2	Q3	99	94.4	Q4	99.2	95	Q5	99.4	95	Q6	99.2	96	Q7	-	96	Q8	-	97
Quarter		Actual Performance (%)	Target (%)																									
Q1		94	92																									
Q2		97.8	93.2																									
Q3		99	94.4																									
Q4	99.2	95																										
Q5	99.4	95																										
Q6	99.2	96																										
Q7	-	96																										
Q8	-	97																										
<p><b>Budget Activity Links:</b> Working Connections Child Care Program F109, which has moved to the Department of Early Learning (DEL)</p>																												
<p><b>Category of Measure:</b> This appears to be a process measure.</p>																												
<p><b>Analysis of Variation:</b> The process appears stable, with an increase of about 1% per quarter.</p>																												
<p><b>Analysis of Targeted vs. Actual Performance:</b> Performance consistently exceeds the target.</p>																												

Comments About Desirable Characteristics		<p><b>General Comments &amp; Explanations:</b></p> <ul style="list-style-type: none"> <li>ESA no longer has data, as this activity has been moved to the new Department of Early Learning.</li> </ul>
<p><b>Relevance:</b> Poor - not clear how or why “percent of current monitoring visits” contributes to results</p>	<p><b>Timeliness:</b> Good</p>	
<p><b>Understandability:</b> Fair - the definition of terms “monitoring visit” and “up-to-date” are not precisely clear.</p>	<p><b>Reliability:</b> Good</p>	
<p><b>Comparability:</b> Good</p>	<p><b>Cost Effectiveness:</b> Unknown, as this program is under another Department’s jurisdiction now.</p>	

# Existing Activity Measure Assessment— Food Stamp Accuracy Rate

<b>Performance Measure Description:</b> Food Stamp Accuracy Rate - 2F80	<div style="text-align: center;"> <b>Food Stamp Accuracy Rate</b> </div> <table border="1" style="margin-top: 10px;"> <caption>Food Stamp Accuracy Rate Data</caption> <thead> <tr> <th>Period</th> <th>Quarter</th> <th>Accuracy Rate (%)</th> </tr> </thead> <tbody> <tr> <td rowspan="2">2001-03</td> <td>Q4</td> <td>91.5</td> </tr> <tr> <td>Q8</td> <td>91.8</td> </tr> <tr> <td rowspan="2">2003-05</td> <td>Q4</td> <td>93.5</td> </tr> <tr> <td>Q8</td> <td>92.5</td> </tr> <tr> <td rowspan="2">2005-07</td> <td>Q4</td> <td>97.0</td> </tr> <tr> <td>Q8</td> <td>-</td> </tr> </tbody> </table>	Period	Quarter	Accuracy Rate (%)	2001-03	Q4	91.5	Q8	91.8	2003-05	Q4	93.5	Q8	92.5	2005-07	Q4	97.0	Q8	-
Period		Quarter	Accuracy Rate (%)																
2001-03		Q4	91.5																
		Q8	91.8																
2003-05		Q4	93.5																
	Q8	92.5																	
2005-07	Q4	97.0																	
	Q8	-																	
<b>Budget Activity Links:</b> Food Stamp Administration (F038), Immigrant State Food Assistance (F042)																			
<b>Category of Measure:</b> Accuracy is a process characteristic, but accurate assessments could also be considered to be an outcome of the process of analyzing client eligibility.																			
<b>Analysis of Variation:</b> Not enough data to judge.																			
<b>Analysis of Targeted vs. Actual Performance:</b> ESA appears to have done a tremendous job recently, improving the accuracy rate from 92% in 2004 to 97% in 2006.																			

<b>Comments About Desirable Characteristics</b>		<b>General Comments &amp; Explanations:</b> <ul style="list-style-type: none"> <li>• Quarterly reporting would tell a much better story about ESA’s success in improving the food stamp accuracy rate.</li> <li>• Even though food stamp accuracy may be important for federal reporting, it does not measure the objective or outcome of these programs: reducing the number of people who go hungry.</li> <li>• ESA’s strategic plan includes an immediate outcome measure that may be a useful addition: Percent of individuals participating in the Basic Food Program.</li> <li>• ESA might also consider measuring another characteristic that customers want (e.g. timeliness to get food assistance)</li> </ul>
<b>Relevance:</b> Fair - it doesn’t tell a very compelling story about reducing hunger, but may describe one of the characteristics customers want: an accurate determination of food stamp eligibility.	<b>Timeliness:</b> Poor. Although data is available monthly, it is only posted annually.	
<b>Understandability:</b> Somewhat opaque: the term “accuracy rate” can encompass many types of errors that are not immediately apparent.	<b>Reliability:</b> Vast resources are dedicated to tracking and auditing this data.	
<b>Comparability:</b> Very good	<b>Cost Effectiveness:</b> Very good - used for Federal reporting and GMAP	