

Survival of the Fittest – *Using Data to Manage Performance!*



It is important to consider the unique needs of your LPA when evaluation local performance data. Using the Government Management, Accountability, and Performance (GMAP) approach to analyze data can help you better understand what is working well and where you many need to focus on improvement.

The following are basic guidelines for analyzing data:

1. **Instead of paraphrasing what the data says, ask yourselves- ‘why’ is the data what it is?** Be specific in your explanations, and go beyond what is immediately apparent from the data.
2. **Identify areas you plan to monitor.** Developing clear, specific action plans with timelines and names of those responsible is important; following-up on these action items at each LPA meting will make the process even more meaningful. Holding partners accountable for performance is everyone’s responsibility.
3. **The conversation is ‘key’ to achieving the results you want.** Discussing your LPAs monthly performance is about being accountable for your joint WorkFirst outcomes. Results will not change or improve without an honest conversation about the issues and clear measureable steps for change.
4. **Long-term results depend on what happens between LPA performance reviews.** The chances of real action and progress on action items are much higher if there is consistent and persistent follow-up at the next session.

Questions to ask yourselves as you analyze your performance data:

- What is the data telling you?
- What explains the differences in activities, offices, other LPAs, regions?
- What explains the difference between last quarter’s performance and this quarter?
- How are we doing compared to our historical performance?
- Why are we above or below target?
- What is your theory about why this is happening?
- Are there cyclical factors at work? (seasonal demand, etc.)
- What are some questions the leadership team may have about this measure?

WorkFirst GMAP presentations and performance measures are posted on the WorkFirst website, at <http://www.workfirst.wa.gov/performance/default.asp>.