

ROLE 3: DEFINE OR MEASURE PERFORMANCE

Practice 3a. Help choose measures or targets: Provide advice on determining performance measures or performance expectations.

Florida Office of Program Policy Analysis and Government Accountability (OPPAGA, www.oppaga.state.fl.us) In performance audits and evaluations (see 1a) and Program Evaluation and Justification Reviews (see 5c), and previously in special reviews of program performance measures (see 2a), OPPAGA would frequently recommend different performance measures for a program, but would not recommend a specific level or target. Upon request, OPPAGA comments on whether targeted levels set for existing measures appear too high or too low. For example, if program performance is not up to the targeted level approved in the budget process, OPPAGA will comment on whether the agency could be doing something differently, within their available resources, to achieve the target, or whether the target represents unrealistically high expectations, but OPPAGA would not then recommend what the specific target should be, leaving that for the agency and legislature.

Many OPPAGA reports related to performance budgeting and measurement are available at the OPPAGA Florida Monitor website (www.oppaga.state.fl.us).