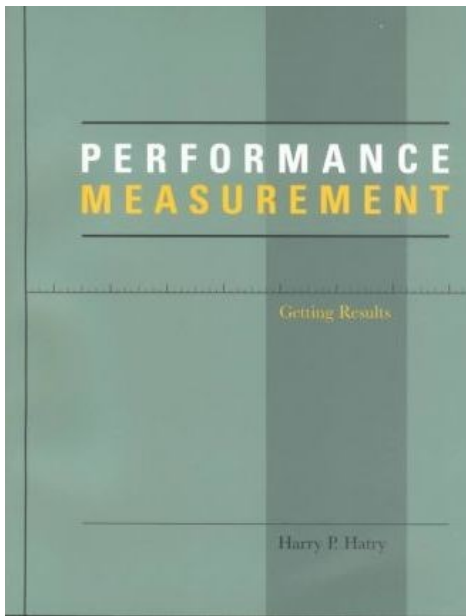


# Performance Measurement Pb

Hatry



Long before reinventing government came into vogue, the Urban Institute pioneered methods for government and human services agencies to measure the performance of their programs. This book synthesizes more than two decades of Harry Hatrys pioneering work on performance measurement into a comprehensive guide. The author explains every component of the process, from identifying the programs mission, objectives, customers, and trackable outcomes to finding the best indicators for each outcome, the sources of data, and how to collect them. He covers the selection of indicator breakouts and benchmarks for comparisons to actual values and suggests a number of uses for performance information. Joseph Wholey contributes a chapter on maintaining the quality of the performance measurement process.

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