

# Eight Facts About Performance Measurement

1. Performance measurement improves the management and delivery of products and services.
2. Performance measurement improves internal communications among employees and staff, as well as external communications between the organization and its customers and other stakeholder groups.
3. Performance measurement helps justify programs and their associated costs (*i.e. is essential in conducting and assisting in Cost Benefit Analysis*).
4. Performance measurement demonstrates accountability and stewardship of grant or other taxpayer resources.
5. Performance measurement is a federal grant-funding program requirement.
6. Performance indicators are useful for diagnosing problems and assist in troubleshooting when the projected outcomes are not being realized.
7. Performance indicators can be used to assess how well projects and activities are working in the implementation phase.
8. Valid and reliable performance indicators can be used to construct better understanding of the operation of the criminal justice system and other systems of care, the relationship between the criminal justice system/other systems of care and larger economic or social development goals, and the impacts of various kinds of intervention and reform.