

# Assessing your existing management reports

The 20 statements on the assessment tool are designed to cover several important areas. If you were able to agree or strongly agree with the statements, you probably have a data collection and reporting system that supports both management and accountability efforts. Depending on where you are in the agency's hierarchy, you may have more or less access to the system. We have tested this set of statements in a limited way and have found that most middle managers in agencies agree or strongly agree with only about 40% of the items identified.

Quality of the data -- Accuracy, completeness and timeliness of the data included in the report (4 items)

Presentation of the data in the report – it is easy for the reader to find data that is important to him/her? (6 items)

Usefulness of the data – is it relevant to the task of managing the program/service? Do I have access to the data when I want/need it? (7 items)

Performance Focus – includes data on outcomes and performance (3 items)

	<b>Qualities of existing management reports system</b>	Area
1	Reports are easy to read (e.g., there are graphs or tables with clear labels).	Presentation
2	Data are summarized in categories that are useful to me.	Presentation
3	Reports properly emphasize performance, as evidenced by layouts and availability of information pertaining to outcomes.	Presentation
4	The amount of data provided is adequate.	Quality
5	The frequency of data is adequate.	Quality
6	Reports present data over time so I can see trends.	Presentation
7	I can access the data on my own without waiting for a report from IT or other department	Usefulness
8	The report data helps me understand who we are serving (demographics)	Usefulness
9	The report data helps me understand the kinds of service that customers are receiving (single service, multiple services, comprehensive set of services)	Usefulness
10	The report data helps me understand the quantity of service that customers are receiving (intensity, frequency and duration of the	Usefulness

	service or services)	
11	Data are provided on the extent to which outcomes are being achieved.	Performance
12	Outcome data are connected to the NPIs and to our agency strategic plan.	Performance
13	Data are grouped to identify staff or units that have produced the service and or outcomes in the report	Presentation
14	Reports provide goals or expected levels of performance so I can compare actual with expected.	Performance
15	Reports enable me to analyze the impact of a number of factors - staff, customer demographics, customer goals, etc.- on each specific outcome measure.	Usefulness
16	The report allows me to focus on specific parts I want to look at more closely so I do not end up creating an additional document or spreadsheet.	Presentation
17	I get monthly fiscal data that is directly related to the programs I supervise. If I supervise multiple programs/units, the data is separated for ease of analysis.	Usefulness
18	Reports connect budget allocations and expenses to actual performance of service or observation of outcomes.	Usefulness
19	The reports are provided timely (soon after the actual performance of service or observation of outcome).	Quality
20	Data provided in reports are accurate and can generally be trusted.	Quality