

# **Administration for Community Living**

## **FY2024-FY2028 Performance Strategy**

### **Purpose**

The Administration for Community Living (ACL) performance strategy presents a high-level approach to the planning, conduct, and implementation of performance management. This strategy represents ACL's commitment to providing rigorous, relevant, and transparent performance data, highlighting programs and initiatives ACL supports. It also reflects ACL's continuous effort to build and enhance data and evidence, including high quality performance data, in support of our mission and vision.

### **Role of Performance Management**

Performance management is the use of goals, measurement, analysis, and data-driven reviews to improve results of programs and the effectiveness and efficiency of agency operations. The primary purpose of performance management is to:

- Increase public confidence in the federal government by holding federal agencies accountable for program results;
- Track and report program goals, service delivery, improvement, and accountability by focusing on results, the quality of service, and customer satisfaction; and
- Support ACL, the U.S. Department of Health and Human Services, the Office of Management and Budget (OMB), and Congressional decision-making to enhance the efficiency and effectiveness of programs.

### **Goals**

The ACL Performance Strategy has six distinct goals, which collectively seek to build, enhance, and sustain ACL's performance management.

- Goal 1: Create and sustain a culture of continuous learning, improvement, innovation, and growth through the development, understanding, and use of credible, valid, and reliable performance data.
- Goal 2: Capture high quality and robust performance data for ACL programs and business lines that demonstrate the reach and/or impact of the programs and services provided.
- Goal 3: Align ACL's performance measures with the HHS and ACL priorities and legislative requirements.
- Goal 4: Encourage the utilization of the performance strategy and data in policy and practice to enhance planning and decision-making and enable ACL to easily track goals, objectives, and performance across the agency.
- Goal 5: Build strong partnerships and collaboration across ACL and its constituents to advance the performance strategy and enhance awareness, transparency, and shared ownership of ACL's accomplishments.
- Goal 6: Establish and maintain a strategic, consistent, and documented approach to performance management.

## Approach

ACL collects performance data to assess progress toward ACL Performance Strategy goals. The ACL Office of Performance and Evaluation facilitates the review and reporting of performance data to inform agency and programmatic direction, engage with and educate constituents, and as a part of the federal budget formulation process.

## Common Terms

- **Goal:** statement of the level of performance to be accomplished within a timeframe, expressed as a tangible, measurable objective or as a quantitative standard, value, or rate. For the purposes of this guidance and implementation of the GPRA Modernization Act, a performance goal includes a performance indicator, a target, and a time-period. The GPRA Modernization Act requires performance goals to be expressed in an objective, quantifiable, and measurable form unless agencies in consultation with OMB determine that it is not feasible. (OMB Circular No. A-11, 2023)
- **GPRA:** Refers to the Government Performance and Results Act of 1993. Note that the GPRA Modernization Act refers to the update of the law in 2010. (OMB Circular No. A-11, 2023)
- **Outcome:** The desired results of a program. (OMB Circular No. A-11, 2023)
- **Output:** Quantity of products or services delivered by a program. (OMB Circular No. A-11, 2023)
- **Performance management:** Use of goals, measurement, evaluation, analysis, and data-driven reviews to improve program results. (OMB Circular No. A-11, 2023)
- **Performance measurement:** a means of evaluating efficiency, effectiveness, and results. A particular value or characteristic used to measure progress toward goals, and also used to find ways to improve progress, reduce risks, or improve cost-effectiveness. (OMB Circular No. A-11, 2023)
- **Performance measures:** Performance measures may address the type or level of program activities conducted (process), the direct products and services delivered by a program (outputs), or the results of those products and services (outcomes)." (U.S. Government and Accountability Office: Performance Measures and Evaluation, 2011)