

# 1. Introduction

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The Administration on Aging (AoA), U.S. Department of Health and Human Services, supported the Performance Outcome Measurement Project (POMP) to develop tools and procedures to measure the impact of programs funded under the Older Americans Act (OAA). POMP was a collaborative effort between AoA and grantees that represented State Units on Aging (SUAs) and Area Agencies on Aging (AAAs), with their providers and university research partners, from across the country. The Performance Measurement Toolkit is the culmination of the grantees' development efforts and provides step-by-step instructions on how to use POMP survey instruments to measure the performance of key AoA-funded services and use the results for program improvement.

The POMP tools represent an effective combination of scholarly research and practical experience. Professional researchers provided conceptual models of performance measurement to assist in the planning and design of service recipient surveys by agencies participating in POMP. Over several years, service system professionals have reviewed, tested, and revised these survey instruments, tools, and procedures.

In addition to providing individual State and Area Agencies on Aging with performance measures, many of the items in the POMP survey instruments are also included in the AoA National Surveys of Older Americans Act Participants (NSOAAP). This makes it possible to compare findings on the state and local level to those of the National Surveys. The National Survey data and other benchmarks for comparison are located on the AGing Integrated Database (AGID) website at <http://www.data.aoa.gov>.

This Toolkit is divided into several chapters, each covering an important step in the process of measuring the performance of state and community programs on aging, as illustrated in the **Performance Measurement Process Diagram**.

# Performance Measurement Process Diagram

