

**Title 340 – General Manual  
Part 403 - Performance Measurement**

**Subpart B - Performance Documentation**

**403.10 Background**

Documenting performance is an essential component of the Agency's accountability system and is required in order to:

- (1) Measure progress toward the annual and long-term performance measure targets in the Agency's strategic plan and State's annual performance plan.
- (2) Measure progress toward other emerging initiatives critical to the Agency.
- (3) Provide the data required for effective program management.
- (4) Respond effectively to external and internal changes in the Agency's operating environment.
- (5) Communicate Agency accomplishments effectively to the Department, Administration, Congress, stakeholders, and the public.

**403.11 Authorities**

- (a) Government Performance and Results Act of 1993
- (b) OMB guidance in Circular A-11, Part II
- (c) USDA Performance Measurement Guidance

**403.12 Policy**

- (a) The Agency will collect accomplishments data, by program, through the Agency's official web-based performance measurement system.
- (b) Agency collection of accomplishment data outside of the Agency's official web-based performance measurement system must be approved by the Deputy Chief, Strategic Planning and Accountability.

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- (c) The Agency will identify accomplishments toward annual and long-term performance measures through the analysis of the Agency performance data, internal resource inventories, external data sources, models, and other assessment technologies.
- (d) The Agency's official web-based performance measurement system will accommodate the reporting of accomplishments for NRCS performance measures by conservation partners and Technical Service Providers at the field level.
- (e) To protect the integrity of the database and assure its appropriate use, the raw data in the performance measurement system database will not be released. Data users will access summarized tables of raw data collected, as well as formal, validated performance reports through the Agency's official web-based performance measurement system.
- (f) Performance measurement data and reports that are available only to registered users will not be distributed publicly without approval of the Director, Operations Management and Oversight Division.

**403.13 Roles and Responsibilities**

- (a) The Deputy Chief, Strategic Planning and Accountability, is responsible for:
  - (1) Developing performance measurement policy through the Strategic and Performance Planning Division.
  - (2) Developing performance collection systems through the Operations Management and Oversight Division.
  - (3) Providing quarterly performance reports to the Chief and to the Secretary.
- (b) Deputy Chiefs are responsible for:
  - (1) Participating in the identification of Agency performance measures.
  - (2) Assigning data stewardship responsibilities for program performance measures to appropriate staff.

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(c) Division Directors are responsible for:

(1) Ensuring performance data for National level performance measures are entered into the Agency's official web-based performance measurement system.

(2) Providing data stewardship support to define and maintain definitions and business rules associated with performance measures.

(3) Ensuring that performance measures are consistent with NRCS technical standards, policy, and program guidelines and adequately address program management information needs.

(d) The Director, Strategic and Performance Planning Division, is responsible for:

(1) Coordinating the development of Agency performance measures to support strategic and performance planning.

(2) Providing leadership for the design and updates to the Agency's official web-based performance measurement system.

(3) Developing strategic planning information products based on Agency performance data and associated analysis to support the continuous strategic planning process.

(e) The Director, Operations Management and Oversight Division, is responsible for:

(1) Providing leadership and coordination for the development, operation, and maintenance of the Agency's official web-based performance measurement system.

(2) Developing and maintaining agreements or other arrangements for external data acquisition to support the performance measurement system database.

(3) Providing oversight and management of access to information products available from the Agency's official web-based performance measurement system including controlling the release of data protected by statute or regulation.

(4) Providing leadership for performance data management and analysis.

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(5) Developing a data validation and oversight and evaluation plan for the Agency's performance measurement system and conducting associated evaluations.

*WA403.12 Policy*

*(e) To comply with requirements of the current ToolKit/PRS system, the following procedures will be used for data entry:*

*(1) The "Business ID" block on the Enter Customer Information data entry screens will be completed using the first four letters of the customer's last name and the first two letters of the customer's first name, in that order, all in lower case. Do not include spaces, commas, periods, underline, etc., in the identifier. If it is determined that a new entry will duplicate an existing Business ID in ToolKit/PRS for a county, add a number, beginning with 1, following the first two letters of the first name to avoid duplication. When dealing with businesses, corporation and partnerships, establish an identifier based on an abbreviation of the entity's name. The following are examples.*

- o Albert Smith farm would have an identifier of "smital"*
- o Smith Farm, Inc. would have an identifier of "smitfa"*
- o Public entities such as City of Colfax could be "Colfax" or "colfaci"*

*Thus, ToolKit records will have only one Business ID for a customer and they will relate to the individual customers as described in the Performance Measures Definitions.*

*(2) When adding a customer in ToolKit, the Business ID must be linked to the appropriate county and Customer Root Folder (end point) where the customer's folder will be stored.*

*(3) Do not use private or sensitive data for the "Business ID". Examples of Private Data are: Social Security Number (SSN); tax ID; employee NFC ID; account numbers; and farm, tract, or common land unit (CLU) numbers. Examples of sensitive Data are: name, address, or other geographic indicators; e-mail addresses; phone numbers; race; gender; ethnicity; disability; and birth date.*

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(f) State Conservationists and Directors are responsible for:

(1) Ensuring timely and accurate performance data entry and management of performance measurement operations, as well as appropriate documentation.

(2) Providing feedback to the Deputy Chief, Strategic Planning and Accountability, in defining roles and responsibilities for data collection, training, and analysis of data in support of the Agency's official web-based performance measurement system.