

# Performance Metrics Best Practices

## Overview

Performance metrics are a key component of award activity reporting that provides BJA With critical information. This tip sheet provides best practices on how to collect, track, and enter performance metric data in the [BJA Training and Technical Assistance Reporting Portal \(BJA TTARP\)](#). See the [TTARP Performance Metric Excerpt from Data Dictionary](#) for a full list of available performance metric options.

If you have questions, the BJA NTTAC team is available to help and can answer questions, provide trainings, or set up 1:1 coaching. Contact us Monday through Friday, 9am to 5pm ET via email ([bjanttac@usdoj.gov](mailto:bjanttac@usdoj.gov)) or phone (1-833-872-5174).

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## 1. Identify Individual(s) Responsible for Entering Performance Metrics

Resource: [Creating a BJA TTA Reporting Portal Account](#)

Providers should identify who within their organization should be given responsibility for collecting and entering performance metrics into the BJA TTARP. For example, it could be the person responsible for directing the award activity (i.e., the project director), a person who is responsible for entering performance metrics across all award activity (i.e., a research assistant), or split between team members with one person collecting data and another person entering it. Once the appropriate person is identified, ensure that they have the correct level of access by using the [Creating a BJA TTA Reporting Account](#) guide.

### The Why

- Prevents duplicate efforts
- Gives an individual ownership and responsibility over tasking
- Allows users to easily transition ownership if needed

## 2. Prior to Award Activity Start, Identify Performance Metrics

Resource: [TTARP Data Dictionary](#)

Use the [TTARP Data Dictionary](#) guide to identify what BJA TTARP classification best fits your award activity. Then use the information on performance metrics starting on page 14 for TTA activities and page 22 for deliverables to select at least one corresponding performance metrics.

### The Why

- Identifying performance metrics at the start of an activity is critical to ensuring they are collected.
  - Performance metric data informs BJA about the quality of services provided.
  - Performance metric data keeps BJA informed of progress on solicitation goals and objectives.
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## 3. Create a Template to Collect Performance Metrics

Ensure you have a tracker, spreadsheet, or other method of collecting performance metric data. Regardless of whether your organization uses the [Import Tool](#), the template for import can be helpful for tracking your data (for more information on the Import Tool, see the Import Tool guide). Remember, beginning in January 2024, grantees will be required to report evaluation data for trainings. If you need assistance developing evaluation templates, you can contact your BJA Policy Advisor/Grant Manager or the BJA NTTAC team.

### The Why

- Trackers ensure there is a centralized location to collect data.
  - Evaluations are an important tool in tracking learning outcomes and identifying promising practices and knowledge gaps.
  - Once created, data collection and evaluation templates can be adapted to meet evolving activities.
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## 4. Enter TTA and Deliverable Performance Metrics in the TTA Reporting Portal on a Regular Basis

Set a calendar reminder to enter TTA and deliverable performance metrics for completed activities into the TTA Reporting Portal on a regular basis. At least one quantitative

performance metric is required to complete the TTA or deliverable, but it is recommended to enter as many performance metrics as possible. If data is not collected for a specific question, leave the response blank rather than entering a response of zero.

### The Why

- Entering data immediately following the award activity is more likely to result in accurate information.
- Regular data entry ensures BJA and BJA NTTAC have the most up-to-date data for analysis.
- Entering zero when there is an absence of data will be interpreted as a zero for that particular metric and not that the data is unavailable.

**Please contact the BJA NTTAC Team at [bjanttac@usdoj.gov](mailto:bjanttac@usdoj.gov) or 1-833-872-5174 for assistance or to ask questions about the BJA TTARP.**

Performance Metrics Best Practices • Updated June 2023