Designing a Performance Hearing

Program: _____

The Panel:

Program managers and who else?

The Most Important Performance Measures:

Present the 3 to 5 most important
    performance measures that tell us:
    - How well are we delivering service?
    - How we know our clients are
        better off?

Visuals:

Baselines, with history and forecast
    for each of the most important
    measures

Questions for the Panel:

- What is the Story behind the baselines?
- How are we doing
    - compared to ourselves, our own past?
    - compared to others?
    - compared to standards where they exist?
- Who are the partners who have a role to play
    in doing better?
- What works to do better (part 1)
    - from the research?
    - from other places?
    - from our own experience?
- What works to do better (part 2)
    - What can our partners do?
    - What can we do that's no cost - low cost?
    - What DOESN'T work?

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