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?