Using the 7 Questions of Performance Accountability - Worksheet

**Performance Accountability = Participants + Program + Difference Made**

**Program:** ________________________________  
**Desired Result for Program Participants:** ________________________________

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<tr>
<td>1. Who are our customers (participants)?</td>
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<td>2. How can we measure if our customers (participants) are better off? (difference made)?</td>
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<td>3. What measures tell us we are delivering our services well?</td>
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| 4. How are we doing on the most important of these measures?  
  ✓ Is the trend line better, worse or the same?  
  ✓ What does the trend line tell us about the disparities related to race, ethnicity, income, gender or geography?  
  ✓ Which factors are pushing down (↓) and which factors are pushing up (↑) the trend line?  
  ✓ What are the priority factors? |   |
| 5. Who are the partners with a role to play?  
Which partners are needed to change the trend line? |   |
| 6. What works to do better (based on evidence, best practice, our experience), including no-cost and low cost ideas? What actions are powerful enough to address the priority factors in question #4? |   |
| 7. What do we propose to do? What actions are we going to take? Who? When? |   |

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*A Pathways to Results Tool based on Results Based Accountability™*