

## Using the 7 Questions of Performance Accountability - Worksheet

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

Program: \_\_\_\_\_

Desired Result for Program Participants: \_\_\_\_\_

1. Who are our customers (participants)?	
2. How can we measure if our customers (participants) are better off? (difference made)?	
3. What measures tell us we are delivering our services well?	
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?	