

Result

A *result* is a population condition of well-being for children, adults, families and communities.

A result is about the well-being of all people in a community, city, county, state or nation.

Results are stated in plain language.

Results are conditions that voters and taxpayers can understand.

Results include:

- Healthy Children
- Children Ready for School
- Elders Living in the Community with Dignity
- A Safe Community
- A Clean Environment

Indicator

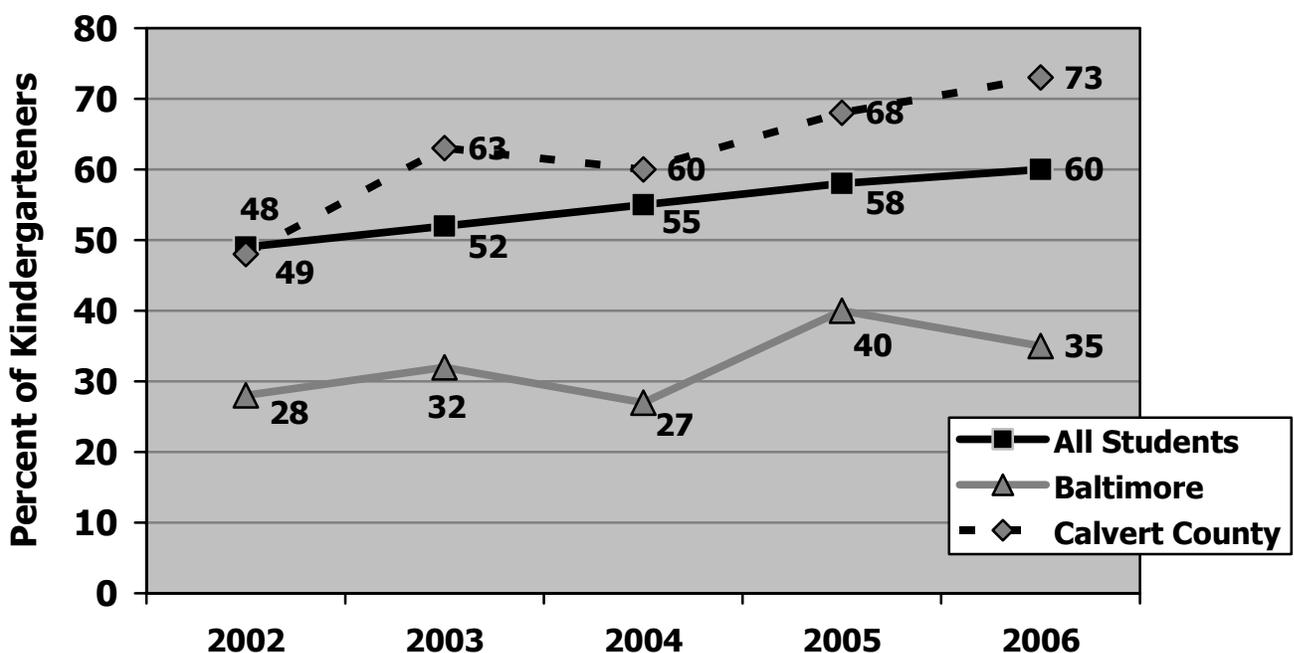
An indicator is a measure that helps quantify the achievement of a result.

Indicators answer the question: *How would we recognize this if we fell over it?*

An indicator is as a rate or percent.

An indicator is displayed as a trend line and has a baseline (how we're doing) and forecast (where we're heading).

Composite: Percent of Kindergarteners Assessed Fully Ready - Composite Score 2002 - 2006



Strategy

A *strategy* is a coherent collection of actions that has a reasoned chance of improving results.

Strategies are made up of our best thinking about what works.

Strategies include the contributions of many partners.

Strategies operate at both the population and performance levels.

Performance Measure

A *performance measure* is a measure of how well a program, agency or strategy is working.

The most important performance measures tell us whether program customers are any better off.

3 types of performance measures:

- *How much did we do?*
- *How well did we do it?*
- *Is anyone better off?*

The 7 Population Accountability Questions

1. What are the quality of life conditions we want for the children, adults and families who live in our community?
2. What would these conditions look like if we could see them?
3. How can we measure these conditions?
4. How are we doing on the most important of these measures?
5. Who are the partners that have a role to play in doing better?
6. What works to do better, including low-cost and low cost ideas?
7. What do we propose to do?

The 7 Performance Accountability Questions

1. Who are our customers?
2. How can we measure if our customers are better off?
3. How can we measure if we are delivering services well?
4. How are we doing on the most important of these measures?
5. Who are the partners that have a role to play in doing better?
6. What works to do better, including no-cost and low-cost ideas?
7. What do we propose to do?