

FPSI
RESULTS AND PERFORMANCE ACCOUNTABILITY
TRAINING FOR TRAINERS AND COACHES

Confirming Your Knowledge

Teaching or coaching a results or performance accountability process requires a solid understanding of the concepts as well as good answers to questions likely to be raised by the group. The purpose of this tool is 1) to identify what you know – and don't know – about the concepts and practice of results and performance accountability, and 2) to gather ideas from other participants in the training session to enrich your own understanding. When completed, it should be a useful guide for leading a results accountability effort in your community or agency.

Toward the end of the training session, the faculty will request permission to copy – and return – this questionnaire. The questionnaires will be used solely to improve future training sessions and will not be shared with anyone else.

Homework: Approximately 1 hour: Before the training session, please jot down responses to each of these questions under the heading “My Notes.” If you don't understand the question, leave it blank. It will be discussed during the training sessions.

During the session: At several points during the session, you will have the opportunity to ask questions and discuss answers in small groups. Add insights you gain from others during this process to the “Group Ideas” section of each answer - to use when you return home.

Session I: Initiating the Process

1. What is your role in the results/performance accountability process?

My notes:

Group ideas:

2. Who do you need to include in your effort to be successful?

My notes:

Group ideas:

3. Where will you start?

My notes:

Group ideas:

4. How do you explain the results/performance accountability process to your steering committee? (Take 2 minutes and try it.)

My notes:

Group ideas:

5. Why use this process rather than others?

My notes:

Group ideas:

6. What political considerations are involved?

My notes:

Group ideas:

7. What organizational considerations are involved?

My notes:

Group ideas:

Session II: Community Results and Indicators

1. How will you decide on common language? What terms will you use for “results,” indicators,” “performance measures,” etc?

My notes:

Group ideas:

2. How do we define our “community” or “population?”

My notes:

Group ideas:

3. Why should we identify and work on community-wide conditions of well-being?

My notes:

Group ideas:

4. What are indicators, and how do we select them?

My notes:

Group ideas:

Session III: Data, Strategies and Action

1. What do we do if we don't have good data?

My notes:

Group ideas:

2. Why use baselines / trend lines showing history and forecasts?

My notes:

Group ideas:

3. Why gather multiple stories behind the baselines?

My notes:

Group ideas:

Session IV: Performance Accountability

1. How does performance accountability differ from community-wide results accountability?
From program evaluation?

My notes:

Group ideas:

2. How do we determine whose performance should be measured? What do we measure if an agency/organization has multiple programs, or serves multiple customer populations?

My notes:

Group ideas:

3. How do we choose performance measures?

My notes:

Group ideas:

4. Why use baselines / trend lines? What if we don't have good data?

My notes:

Group ideas:

5. Why gather multiple stories behind the baselines?

My notes:

Group ideas:

6. What do we do with the data we collect?

My notes:

Group ideas:

7. Why should we include others (families, youth, other agencies, community residents, etc.) in the process? What can they contribute?

My notes:

Group ideas:

8. How do we deal with the issue of control over agency/client results (i.e. "There are many other factors; my agency cannot be held responsible for the actions of clients.")

My notes:

Group ideas:

9. How do we address fears that agencies will be penalized on the basis of performance data?

My notes:

Group ideas:

10. How can we use performance measures to improve performance? To write and monitor grants? To develop budgets?

My notes:

Group ideas:

Prepared by FPSI in collaboration with Lynn DeLapp: Rev July, 2002

See also: The Results and Performance Accountability Implementation Guide (raguide.org)

and

The FPSI website (resultsaccountability.com) and the “Results and Performance Accountability Teaching and Coaching Construction Kit.” (under “Papers you can read on line)