



Scorecards at AHS

Presentation to the MEAB - 11.20.17

What is the Scorecard?

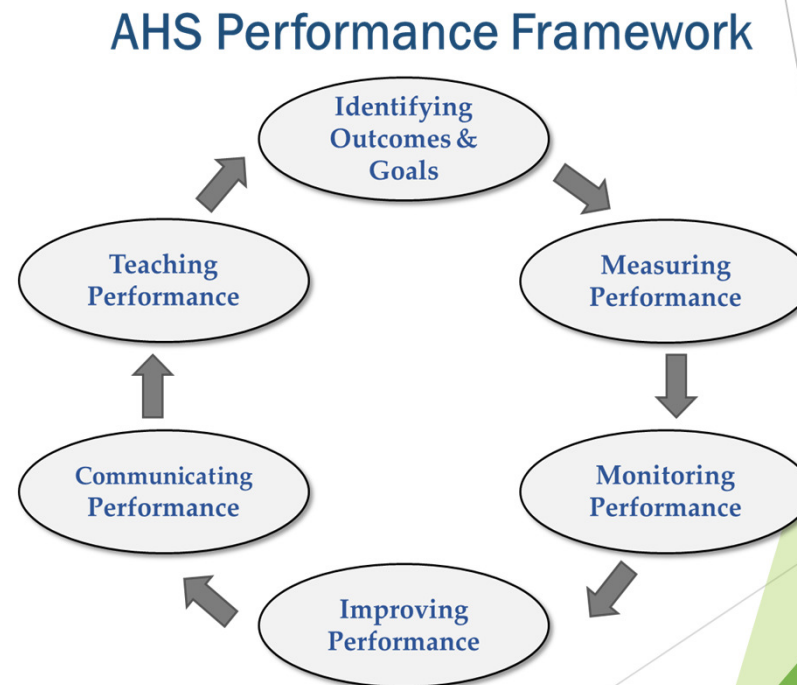
“The Scorecard” is a Results-Based Accountability online platform to:

- ▶ Display data as trends over time
- ▶ Display information about trends over time
- ▶ Organize, present, and share information/data to tell a story (Scorecards)



Why Use Scorecards?

- ▶ Internal: Performance Management
 - ▶ What do we want?
 - ▶ What do we do?
 - ▶ How are we doing?
 - ▶ Trend-lines over time
 - ▶ Story behind the trend, partners, what works, action plan
- ▶ External: Communication and Reporting about Performance



Results Based Accountability Framework

What do we want for Vermonters?

- ▶ Outcomes - Statements of well-being
 - ▶ Indicators - quantify conditions of well-being (about a whole population)

How do we contribute?

- ▶ Programs - Agencies, Departments, Divisions, programs, units, grants
 - ▶ Performance Measures - measures of how well a “program” is doing
 - ▶ Strategies for improving outcomes

Important Notes about Scorecards

- ▶ **The Scorecard is a *tool* to employ as we move forward in performance accountability.**
- ▶ **Data in the Scorecard can be used for many purposes.**
 - ▶ *Population-level*: community engagement, transparency, policy development
 - ▶ *Program-level*: quality improvement, performance management
 - ▶ Contracts/grants; federal/state reporting
- ▶ **Quality data makes the Scorecard meaningful.**
 - ▶ Data quality: importance of validity and reliability
 - ▶ Need for data maintenance, collection, and governance
- ▶ **Building and maintaining the Scorecard is an iterative process.**
 - ▶ Development, regular utilization, maintenance and routine updates
 - ▶ Regular review of effectiveness (performance measurement)
- ▶ **A Scorecard cannot stand alone.**
 - ▶ Scorecard demonstrates the data, but people and management make it meaningful.
 - ▶ Scorecard gets us from talk to action, but does not do the action for us.