

Performance Scorecard Key

“What would we do differently if outcomes really mattered?”
– Mark Friedman, *Trying Hard is Not Good Enough*

What is a Scorecard?

A scorecard shows how well programs are working, and DAIL’S scorecards show the public, the legislature, and ourselves, how well our programs are working. DAIL’s programs affect the health and well-being of individuals, and a scorecard is a window into how DAIL’s programs help improve the lives of Vermonters. The Results Scorecard tool is built according to *Results Based Accountability*™ (RBA).

Scorecard Key:



Outcome – a desired condition, of well-being for our citizens and communities. These outcomes guide us in our work across the Agency of Human Services, including here at DAIL, our Divisions, and our programs.

Answers the question: “What do we want?”



Indicator - How we measure our progress in achieving a desired condition for our citizens and communities.

Answers the question: “How will we know if we have reached our goal? “



Performance Measure – A measure of the performance of a specific program or service. The most important measures relate to how we know if anyone is better off because of the program.

Answering the questions: How much? How Well? Is anyone better off?

Trend Indicators:

95%  1 A green arrow in the Current Trend column shows a change has occurred in the desired direction. The “Actual Value” figure represents a change from previous reporting period.

17.2  2 A red arrow in the Current Trend column shows a change has occurred in an undesired direction. The “Actual Value” figure represents a change from previous reporting period.

Example: <https://app.resultsscorecard.com/Scorecard/Embed/8131>

	Act186	Vermonters are healthy	Time Period	Actual Value	Current Trend
+ I	VDH Access	% of adults age 18-64 with health insurance	2014	95%	↗ 1
+ I	VDH Access	% of children age 17 and younger with health insurance	2014	99%	↗ 1
+ I	VDMH Act186	Rate of suicide per 100,000 Vermonters	2014	17.2	↘ 2

Example of expanded trend view: <https://app.resultsscorecard.com/Scorecard/Embed/8131>

By clicking on the “+” or “-” to the left of the indicator an expanded trend view appears showing sometimes several years of trends and values.

	Act186	Vermont's elders and people with disabilities and people with mental conditions live in dignity and independence in settings they prefer	Time Period	Actual Value	Current Trend
- I	VDAIL Act 186	Percentage of Vermonters age 65 and older participating in the labor force	2015	21.2%	↘ 1
			2014	23.8%	↗ 1
			2013	22.2%	↘ 1
			2012	22.5%	↗ 1
			2011	19.1%	↘ 1
			2010	21.0%	↗ 1
			2009	19.1%	↘ 1
			2008	21.0%	↗ 2
			2007	19.0%	↗ 1
			2006	16.7%	↘ 1