

Results Questions for State Legislators

What are the results that we want?

What do data tell us about how we are doing?

What will work to improve results?

- Who are the partners to involve?
- What strategies will be used?

How does this program/proposal/
budget item help improve results?



NCSL

When to Use Results Questions:

- Committee hearings
- Program reviews
- Budget hearings
- Public hearings
- Community meetings

For More Information, Contact:

National Conference of State Legislatures
Human Services Reform Project
1560 Broadway, Suite 700
Denver, Colo. 80202
(303) 830-2200

Human Services Results

Safety and Stability

1. Children and adults are free from harm.
2. Adults and children are attending to their physical, mental, and chemical health needs.
3. Residents live and work in communities that support and encourage healthy choices.
4. Children and adults are in a safe and stable living environment.

Self-reliance and Livable Income

1. Households have a steady, stable and legal source of income that provides for basic needs.
2. There is safe and affordable child care.
3. Community resources support children and adults.
4. Children and adults have and use formal health coverage.
5. Children are school ready and attend and succeed in school.

Performance Accountability: Linking Client Outcomes to Population Results

1. Who are our customers, clients, people we serve?
2. How can we measure if our clients/customers are better off?
3. How can we measure if we are delivering service well?
4. How are we doing on the most important of these measures? Where have we been; where are we going?
5. Who are our partners who have potential roles to play in doing better?
6. What works and what could work, to do better than the baseline?
7. What do we propose to do?

Source: Fiscal Policy Studies Institute



Hennepin County
Human Services