

OUTCOME MANAGEMENT

Performance Target Outline

Forms and Formats

Agency Name: _____

Address: _____

Phone: _____ Fax: _____

Executive Director: _____

Selected Outcome Funding Program Area: _____

Name/Title Responsible Program Manager: _____

Target Plan Author: _____

Date of Core Training: _____

Core Training Conducted By: _____

Due Date of Performance Target Outline _____

Target Outline Question #3

PERFORMANCE TARGET

- A. What are your PERFORMANCE TARGETS for these customers for the year and how will you know if you reach them?

NOTE: It may be helpful to use this format in responding: Of the (*number of customers*) served by our program this year, (*number who will change*) will change in one or more of the following ways and sustain this success for ____ months.

- B. Verification – To verify achievement of our targets, we will:

Performance Targets: The specific result that an implementor seeking investment will commit to achieve. It is tangible in the sense that it can be verified and narrow enough to be directly achieved by the implementor. It almost always represents a change in behavior for the customer of a program.

Verification: Establishing that something represented to happen does in fact take place. Verification in Outcome Funding replaces measuring. It is kept as simple as possible and looks more to answer the question yes or no than to measure small differences. Verification typically focuses on milestones and performance target accomplishments.

Target Outline Question #4
MILESTONES

	Milestone	Total	Verification
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
Performance Target:			

Milestone: A critical point that customers must reach to ensure that a project is on course to achieving its performance target.

Verification: Establishing that something represented to happen does in fact take place. Verification in Outcome Funding® replaces measuring. It is kept as simple as possible and looks more to answer the question yes or no than to measure small differences. Verification typically focuses on milestone and performance target accomplishment.

Target Outline Question #6

KEY PEOPLE

WHO is primarily responsible for delivering the product, managing this program, and reaching the performance targets . . . the "Key Person(s)?" Please identify and describe the person (people). Describe the most important intermediary if there is one. If the key people are not known, describe the position or who will be doing the hiring.

Key Person(s):

1.

2.

3.

Collaborators and/or Formal Linkages: (Identify other individuals/agencies that are a part of your delivery strategy and/or other organizations with which you have formal agreements that enhance or enable you to meet your performance targets).

Key People: Those who will be directly responsible for achieving the performance target and the special skills and experience that make them the right people for the job.

Intermediary: A person, in an agency or other entity outside your control, upon whom you rely for direct access to customers or any other key ingredient of your product. These may include those who refer customers to you, or in some way play a critical role in connecting to them.