

ATTRIBUTE EVALUATION

QUALIFY YOUR STORY

THE FIVE BASIC PROGRAM ATTRIBUTES

ResourceX provides five standard questions to enable and advance your program narrative MANDATE, RELIANCE, COST RECOVERY, POPULATION SERVED and DEMAND.

MANDATE	RELIANCE	\$ COST RECOVERY	POPULATION SERVED	DEMAND
NO MANDATE	OTHER ENTITIES PROVIDE THIS SERVICE	NO	LESS THAN 10% OF POPULATION BENEFITS	DECREASING
SELF MANDATE			LESS THAN 50% OF POPULATION BENEFITS	FLAT
FEDERAL OR STATE MANDATE	CITY IS SOLE PROVIDER	YES	MAJORITY OF POPULATION BENEFITS	INCREASING

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Attributes create clarity around who your program serves and to what extent, how it's funded, what mandates exist, and how popular a program might be. Understanding these points can create real opportunities for decision-making.

Department Users should work with Super Users to assign scores to each program against each of the Basic Program Attributes, improving how your organization communicates and makes decisions around your programs

REVIEW YOUR SCORES

A formal review with a cross-functional group can be critical for creating a unified interpretation of the Basic Program Attributes.

The Review process brings about crossdepartmental understanding of the breadth of services the organization offers, and helps deconstruct silos.

DESCRIBES YOUR PROGRAMS

Provides details about your programs and context through which you can frame discussions and make decisions

ENCOURAGES QUESTIONS

Improves understanding and communication of your programs by prompting probing questions about the nature of each program

APPLIES TO ALL

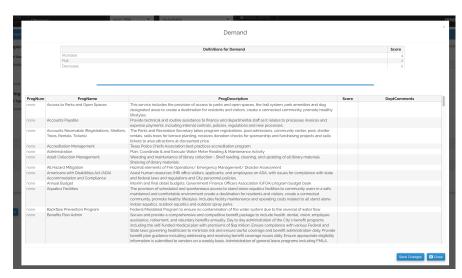
Every program is evaluated against all attributes to ensure a common language and understanding





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TIPS & TRICKS

- Consider scoring programs by result, as it helps create an even application of the Attribute.
- Add a score comment to provide context.
- If you get stuck evaluating a program, move along to the next one, then revisit the missed program(s).
- Score by program to focus your efforts on one program at a time, to update a program's service type (Community or Governance), or to add a Program Insight.



2

REVIEW SCORES

Create a cross-functional team to review scores

3

ADD/REVIEW INSIGHTS

Add additional insights based on this new information

