

Performance Counts **MicroTest**

**Performance Monitoring for Microenterprise Programs
MicroTest 2-Day Training Session
Washington, DC
June 18-19, 2009
Meeting Objectives**

- Introduce the rationale and power of data collection and MicroTest's process of performance monitoring
- Discuss key topics and measures that are useful in understanding the microenterprise program performance
- Review the tools (MicroTest Program Performance © and Client Outcomes ©) that programs will use to develop and report their data; and for programs with FY2008 data, assist them in using their own data to complete the workbook
- Review measurement categories and data points, and complete each to the extent possible
- Describe and discuss the process that will be used to complete data collection and to report to FIELD

**Thursday, June 18
Program Performance**

8:30-9:00	<i>Breakfast</i>
9:00-9:45	Welcome, Introductions and Agenda Review
9:45-10:30	Introduction to Performance Monitoring; Overview of MicroTest Monitoring System and Tool
10:30-10:45	<i>Break</i>
10:45-10:55	Organizational Data Page
10:55-12:00	Reaching Target Groups, Income Data Interpretation of Measures
12:00-1:00	<i>Lunch</i>
1:00-1:30	Credit Portfolio Performance
1:30-2:10	Training/TA Descriptors and Training Program Performance Measures
2:10-3:30	Program Scale
3:30-3:45	<i>Break</i>
3:34-4:30	Presentation of Costs: Rationale and Timesheets
4:30-5:00	Income/Expense Statement for Microenterprise Program
7:00pm	Group Dinner

Friday, June 19
Client Outcomes

8:00-8:30	<i>Breakfast</i>
8:30-8:40	Reflection on previous day
8:40-9:20	Costs, Efficiency and Sustainability Ratios Using Performance Reports Getting Started with MicroTest Performance
9:20-9:45	Overview of MicroTest Client Outcomes Client Monitoring
9:45-10:15	Implementing the Data Collection Process Part 1
10:15-10:30	<i>Break</i>
10:30-12:00	Organizing the Process Determining and Drawing a Sample Managing the Survey Process Implementing the Data Collection Process Part 2
12:00-1:00	<i>Lunch</i>
1:00-1:45	Using Client Outcomes Data Summary Data from 2008 Getting Started
1:45 -2:00	Closing and Evaluation
2:00	<i>Adjourn</i>