People-Centered Oversight

Massachusetts · https://levin-center.org/slow/people-centered-oversight-23/



In 2025, the Levin Center conducted a study of all 50 states to examine how legislatures ensure government programs work effectively for citizens. Factors such as legislative oversight committees, routine engagement with executive agencies, collection of casework data, digital transparency tools, and user-centered policy evaluation were of particular importance. The full report can be found **here**.

State Summary

The Massachusetts General Court allows the public to register online to provide oral or written testimony, and archived videos confirm that this testimony does occur from time to time.

The Commonwealth of Massachusetts also boasts an impressive online “data-driven performance” tool where the public can “learn how state agencies use data to improve your experience with government.” It is unique in that it speaks directly to data improving not just government operation, but public facing experience: “The Administration is working hard to improve your experience with state government. To that end, all government agencies have been asked to identify their critical constituent-facing services and to track ongoing efforts to improve their delivery. By selecting key metrics and measuring performance against annual targets, the goal is to provide you with the resources you need as simply, efficiently, and transparently as possible.”