



AHS Performance Accountability Framework

- High Level Results
 - Measures of Success
 - Monitoring Strategies
 - Quality Improvement
 - Performance Based Agreements
 - Staff Performance Alignment
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Results Based Accountability (RBA) in a Nutshell

2 - 3 - 7

kinds of accountability plus language discipline

Population accountability ——— Results & Indicators

Performance accountability ——— Performance measures

kinds of performance measures.

How much did we do?

How well did we do it?

Is anyone better off?

questions from ends to means in less than

an hour. *Baselines & Turning the Curve*

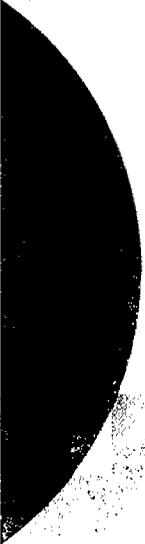
Performance Accountability: Types of Measures in Each Quadrant

		Quantity	Quality
		<u>How much did we do?</u>	<u>How well did we do it?</u>
Effort		<p># Clients/Customers Served</p> <p># Activities (by type of activity)</p>	<p>% Common Measures: client/staff ratio, workload ratio, staff turnover rate, % staff fully trained, % clients seen in their own language</p> <p>% Activity-Specific Measures: % timely, % clients completing activity, % correct/complete, % meeting standard</p>
	Effect	<p># Point in Time</p> <p>vs.</p> <p># 2 Points of Comparison</p>	<p>% Skills/Knowledge</p> <p>% Attitude/Opinion</p> <p>% Behavior</p> <p>% Circumstance</p>



Three Simple Suggestions for Current Contracts and Grants

1. **Work with** your Community Partners to establish contract and grant outcomes
2. Be clear about whole population accountability vs. programmatic accountability and **develop programmatic performance measures that identify what programs contribute to the whole**
3. Make sure that outcomes get into the bottom of the quadrant; it's ok to measure "how much" and "how well" but make sure that you have **at least one outcome that measures "is anyone better off?"**



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