



AHS Performance Accountability Framework

- High Level Results
- Measures of Success
- Monitoring Strategies
- Quality Improvement
- Performance Based Agreements
- Staff Performance Alignment





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>
Effect	Effort	# Clients/Customers Served # Activities (by type of activity)	% Common Measures: client/staff ratio, workload ratio, staff turnover rate, % staff fully trained, % clients seen in their own language % Activity-Specific Measures: % timely, % clients completing activity, % correct/complete, % meeting standard
	Effect	# Point in Time vs. # 2 Points of Comparison	Is anyone better off? % Skills/Knowledge % Attitude/Opinion % Behavior % Circumstance



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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