

AHS Work with Results Based Accountability
Summary of Trainer Work
July, 2013

AHS Trainers:

Doreen Marquis- DCF
Karen Garbarino- DCF, Child Development Division
Kevin O'Connell- VDH
Susan Onderwyzer- DMH
Monica Weeber- DOC
Cindy Thomas- DVHA
Bard Hill- DAIL
Diane Nealy- Central Office
Sadie Fischesser- Central Office

Karen Garbarino-Child Development Division

Within AHS

- Presented RBA 101 to all CDD staff
- Presented (with Doreen Marquis) RBA 101 to DCF Leadership Team
- Presented RBA 101 and ran the process on developmental screening with VDH and CDD staff (second session planned for August)

With external partners

- Presented RBA 101 and ran the process on CIS with staff from the Lamoille Family Center
- Presented (with Danielle Lindley from NCSS) RBA 101 and ran the process on resource development and referral with the Community Child Care Support Agencies
- Presented RBA 101 and ran the process on BBF direct services with Building Bright Futures regional council directors

Kevin O'Connell – Department of Health

We've been using RBA quite a lot in addressing process efficiency improvements in our contract and grant process throughout the department. Susan Bartlett has been involved in that process. We've used RBA in assessing how our customers are benefitting from our efforts in terms of product delivery and quality; the product being, of course, grants and contracts. We have plans to continue this process and begin to expand the scope so that program managers start using grants and contracts as a living, breathing expression of the work they actually do with our provider network both in the collaborative construction of the agreements themselves and in the monitoring and evaluation follow-up.

DCF – Doreen Marquis

- I have facilitated RBA discussions with the DCF LT, ESD MT; BO MT and had a specific RU RBA exercise addressing the WPR using a “modified” turn the curve exercise.
- DCF has reevaluated its strategic plan and its goals with an RBA lens.
- A universal message to think in RBA terms has been communicated department wide when developing performance measures for contracts.
- I have also shared the Power Point I have been using/created with anyone who expresses interest. Heather McLain from FSD has used the PP to facilitate an RBA turn the curve exercise with partners on her own. Reports from her are that it worked very well.
- Partners/employees I have presented to are enthused by the prospects of using this tool/resource department wide. For instance, when Scott Johnson and I spoke before the RU exercise, we agreed on how we should move forward to maximize our time together. The presentation was bit different than what we did with Mark Freidman but the underlying RBA philosophy was not jeopardized or corrupted. I also thought it would be most advantageous to have Scott lead the exercise because it created more of a collaborative approach toward achieving results. i.e. Partners were not sitting there being guided by a state entity, rather , partners were leading the process and the state was part of the discussion. In the end, we achieved the results we were hoping for and I’m sure PCCs felt vested.

Susan Onderwyzer – DOC

I have used RBA in discussing and working with my Change Teams for AIM projects on multiple occasions, as well as providing support and coaching around how to define measures across many of our quality related activities throughout the department and in some cases, in working with our Designated Hospitals and agencies, regarding goals and objectives. This has all been more informal, than formal!

Bard Hill- DAIL

My activities related to RBA:

- Posted core RBA concepts in division conference room
- Posted population indicators in division conference room

- Posted examples of performance measures for DAIL programs in division conference room
- Led 'Introduction to RBA' discussion with app. 10 DAIL staff
- Facilitated two separate RBA exercises with DAIL staff regarding two programs (Office of Public Guardian, TBI program)
- Proposed conspicuous use of RBA elements/semantics in sfy14 DAIL Strategic Plan (draft under review by DAIL Mgmt Team)
- Proposed more planful use of consumer survey results in measuring performance and developing priority strategies
- Suggested DAIL co-fund a facilitated RBA initiative in sfy14 with Area Agencies on Aging (decision pending)
- Suggested conspicuous use of RBA elements/semantics in (a) DAIL annual report and (b) DAIL budget testimony (decision pending)
- Provided technical assistance to several DAIL staff regarding performance requirements, measures, and payment provisions in specific DAIL grants/contracts
- Ongoing participation in AHS STAT process (coordination and preparation of performance measure reports, including population indicators and performance measures; planning meetings with AHS staff; meetings with Secretary/Commissioner Group)

