

Results-Based Accountability

VERMONT CHILD POVERTY COUNCIL

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Results-Based Accountability

RBA is a disciplined way of **thinking** and **taking action** that can be used to **improve the quality of life in cities, counties, states, and nations.**

RBA can also be used to **improve the performance of programs, agencies, and service systems.**

Results-Based Accountability

Population Accountability

about the well-being of

WHOLE POPULATIONS

For Communities – Cities – Counties – States - Nations

Performance Accountability

about the well-being of

CLIENT POPULATIONS

For Programs – Agencies – and Service Systems

(Language Matters)

Population Accountability

OUTCOME/Result: Desired condition of well-being for a whole population

INDICATOR: Measure that helps quantify the achievement of an outcome

Performance Accountability

PERFORMANCE MEASURE: Measure of how well a program, agency, or service system is working.

1. How much are we doing it?
2. How well are we doing it?
3. Is anyone better off? = PROGRAM or CUSTOMER OUTCOME

Example: Outcomes

Vermont has a prosperous economy

Vermonters are healthy

Vermont communities are safe and supportive

Vermont families are safe, stable, nurturing, and supported

Pregnant women and young children thrive

Children are ready for school

Children succeed in school

Youth choose healthy behaviors

Youth successfully transition to adulthood

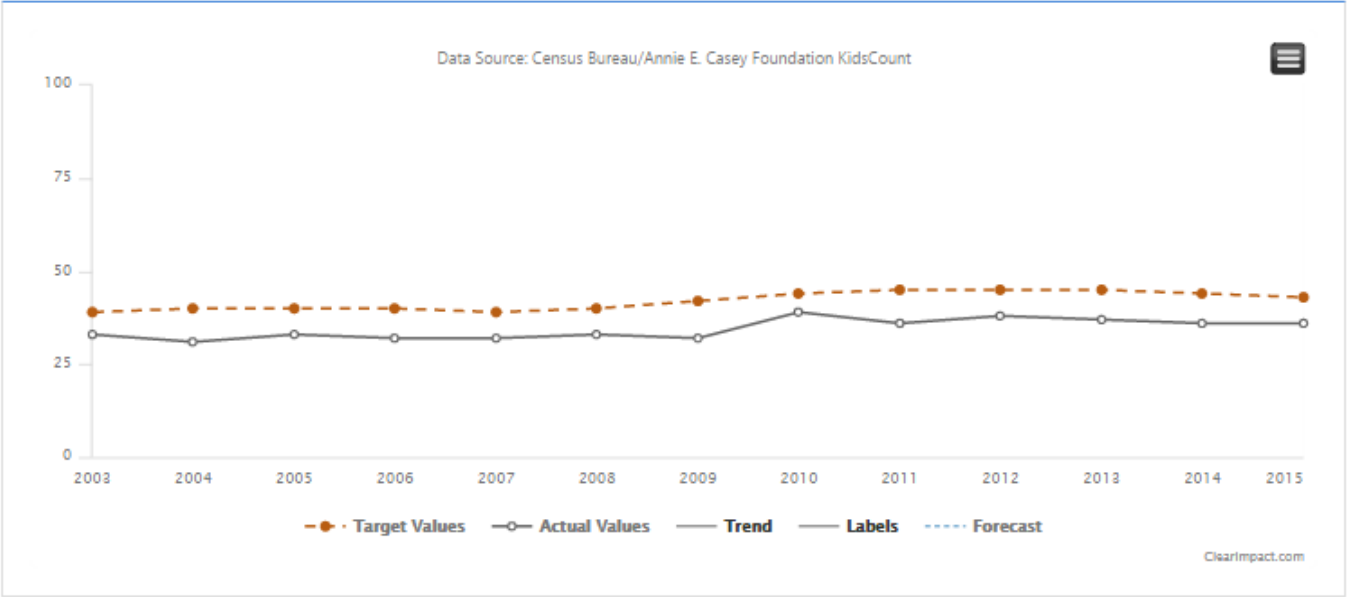
Example: Indicators

Vermont has a prosperous economy

Indicator:

Percent of children living at or below 200% of Federal Poverty Level

36% 2015

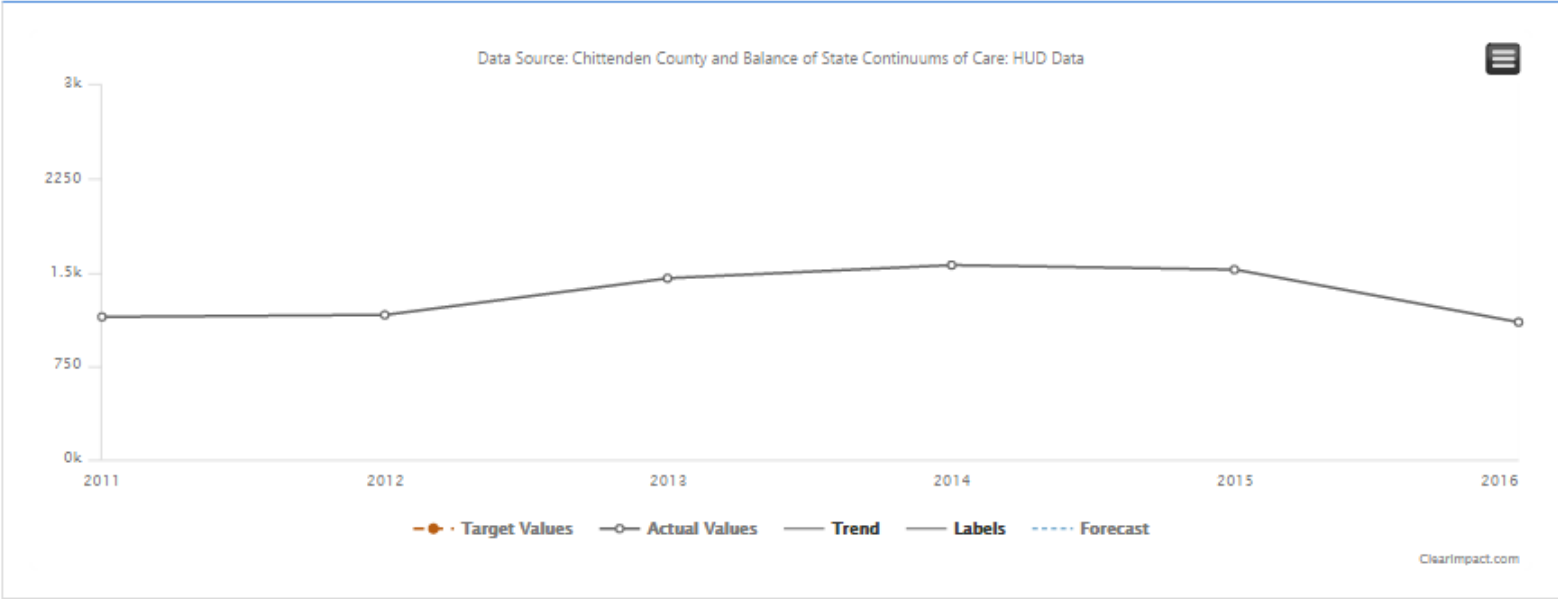


Example: Indicators

Vermonters are healthy

Indicator: **# of persons who are homeless (adults and children)**

1,102 2016

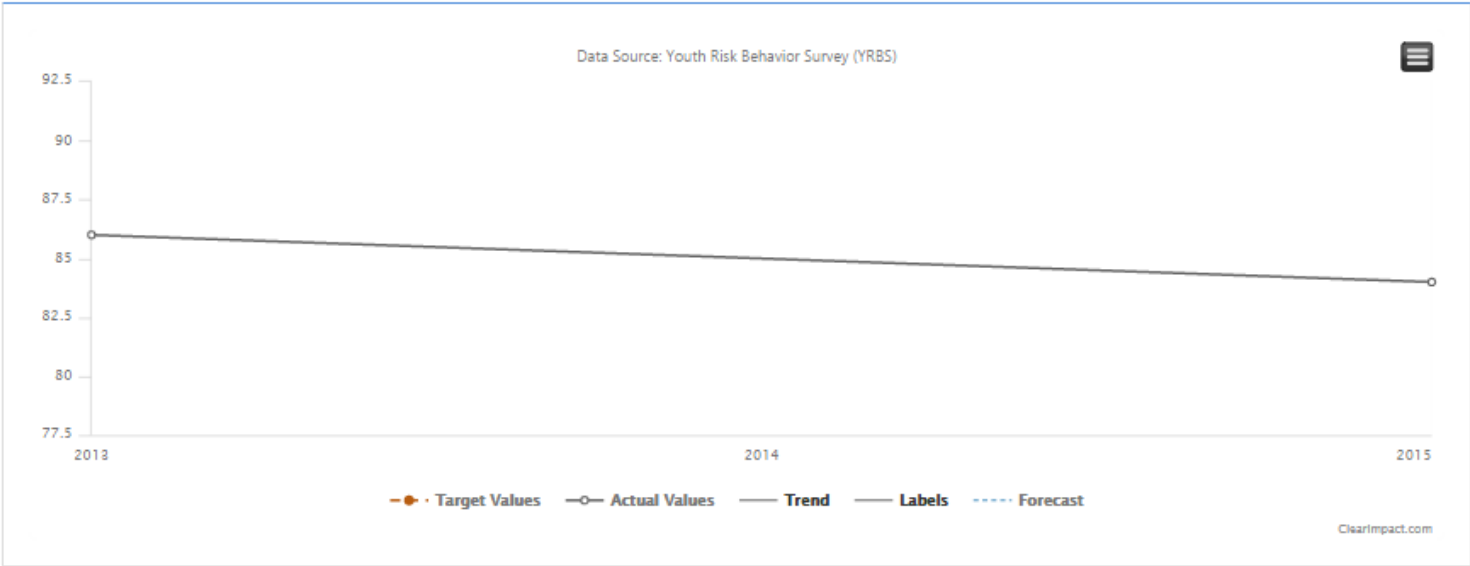


Example: Indicators

Youth successfully transition to adulthood

Indicator: **% of high school seniors with plans for education, vocational training, or employment**

84% 2015



Turning the Curve: All Children in VT

1. What are the quality of life conditions we want for children in VT?
2. What would these conditions look like if we could see them?
3. How can we measure these conditions?
4. How are we doing on the most important of those conditions?
5. Who are the partners that have a role to play in doing better?
6. What works to do better? (Including no-cost and low cost ideas)
7. What do we propose to do?



(Language Matters)

Population Accountability

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Performance Accountability

PERFORMANCE MEASURE: Measure of how well a program, agency, or service system is working.

1. How much are we doing it?
2. How well are we doing it?
3. Is anyone better off? = PROGRAM or CUSTOMER RESULT

Measuring Performance

Quantity	Quality
How Much	How Well
did we do? (#)	did we do it? (%)

Effort How hard did we try?
Effect Is anyone better off?

How much service did we deliver?	How well did we deliver it?
How much change/ effect did we produce?	What quality of change/ effect did we produce?

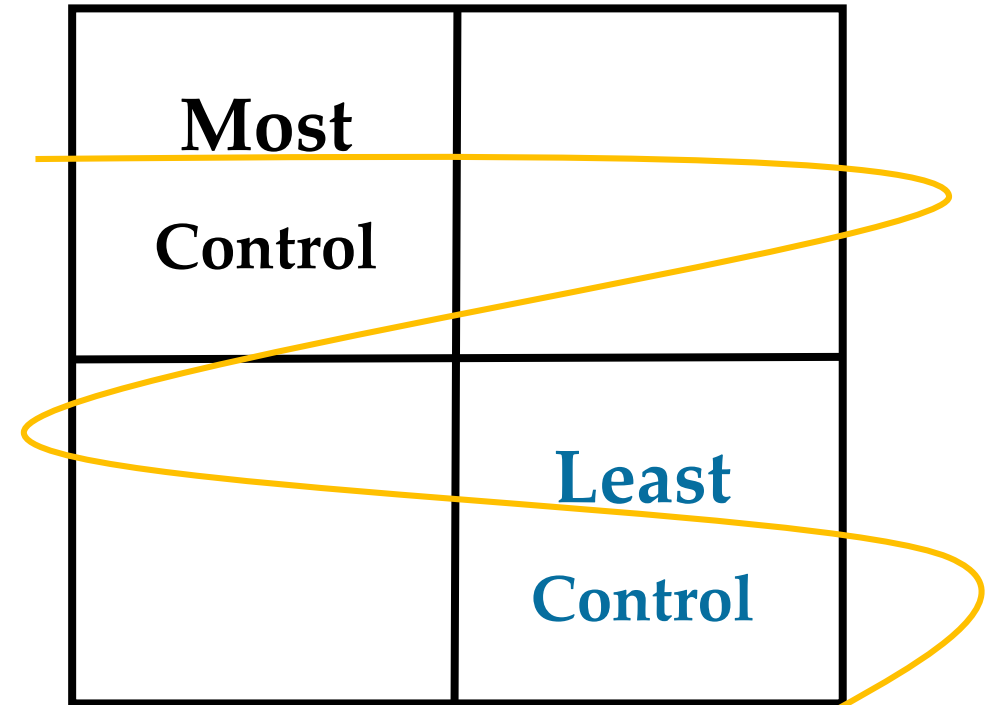
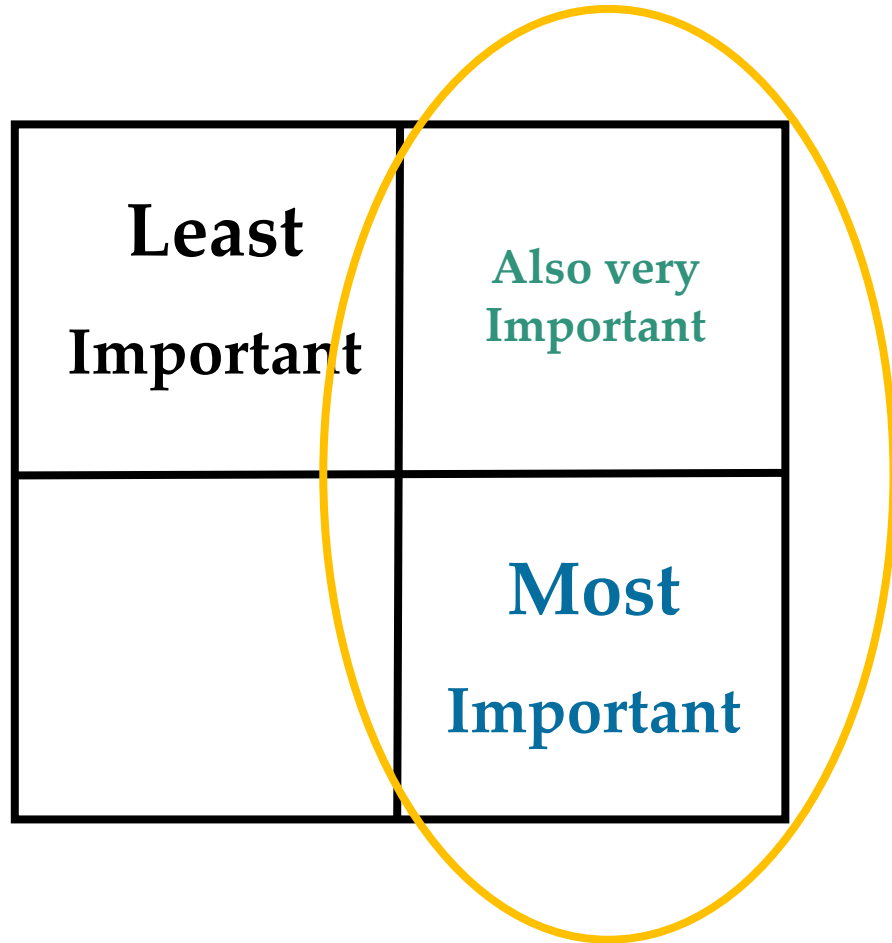
Example: Family Supportive Housing

<p>How much did we do?</p> <p>Number of families enrolled</p>	<p>How well did we do it?</p> <p>Percent of families regularly engaging in case management</p>
<p>Is anyone better off?</p> <p>Number of families remaining stably housed at 6 months</p>	<p>Percent of families who favorably resumed employment Percent of families remaining stably housed at 6 months Percent of families who resumed case management within 1 year</p>

Types of Performance Measures

<u>How much did we do?</u>	<u>How well did we do it?</u>
<p># Clients/customers served</p> <p># Activities (by type of activity)</p>	<p>% Common measures e.g. client staff ratio, workload ratio, staff turnover rate, staff morale, % staff fully trained, % clients seen in their own language, worker safety, unit cost</p> <p>% Activity-specific measures e.g. % timely, % clients completing activity, % correct and complete, % meeting standard</p>
<p><u>Is anyone better off?</u></p>	
<p>#</p> <p>#</p> <p>#</p> <p>#</p> <div data-bbox="876 968 1144 1158" style="border: 1px solid black; padding: 5px; display: inline-block;">Point in Time vs. Point to Point Improvement</div>	<p>% Skills / Knowledge (e.g. parenting skills)</p> <p>% Attitude / Opinion (e.g. toward drugs)</p> <p>% Behavior (e.g. school attendance)</p> <p>% Circumstance (e.g. working, in stable housing)</p>

Matter of Importance and Control



PARTNERSHIPS

Turning the Curve: Children receiving a service

1. Who are our customers?
2. How can we measure if our customers are better off?
3. How can we measure if we are delivering service well?
4. How are we doing on the most important of those conditions?
5. Who are the partners that have a role to play in doing better?
6. What works to do better? (Including no-cost and low cost ideas)
7. What do we propose to do?



The whole picture

Population Accountability

OUTCOME: Vermonters are healthy

INDICATOR: # of persons who are homeless (adults and children)

Performance Accountability

Family Supportive Housing

Working with: families with children under 18 that were homeless

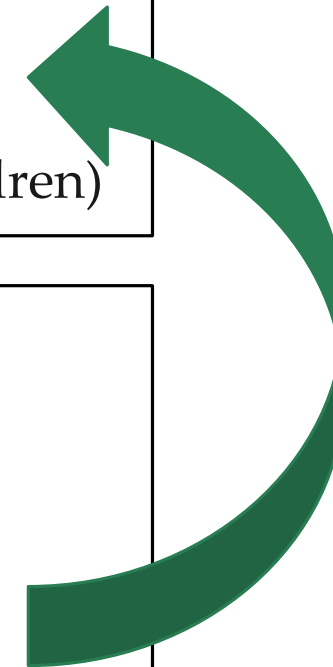
How much did we do? Number of families enrolled	How well did we do it? Percent of families regularly engaging in case management
Is anyone better off?	
Number of families remaining stably housed at 6 months	Percent of families remaining stably housed at 6 months

CUSTOMER OUTCOME

Contribution relationship

Alignment of measures

Appropriate responsibility



RBA at the Child Poverty Council

1. Use RBA framework and language to structure plan and present measurable recommendations to reduce child poverty, aligned with Act 186 (No. 68, Sec. 1(c)(7)).
2. Support use of RBA framework and language to understand the performance of programs intended to prevent, reduce, or mitigate the effects of child poverty for client populations (No. 68, Sec.1(c)(6)).
3. Use RBA framework and tools to facilitate county public hearings (No.68, Sec.1(d)).

Questions?

Resources

Explore:

- Fiscal Policy Studies Institute (home of RBA) - <http://resultsaccountability.com/>
- Trying Hard is Not Good Enough, by Mark Friedman (or the DVD)
- RBA Implementation Guide - <https://raguide.org/>
- Results Leadership Group - <http://resultsleadership.org/>
- RBA Facebook Page

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