

Results-Based Accountability

LEGISLATIVE COMMITTEE DISCUSSIONS

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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

COMMON SENSE
PLAIN LANGUAGE
USEFUL
INTUITIVE

COMMON LANGUAGE
COMMON SENSE
COMMON GROUND

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

ENDS

INDICATOR: Measure that helps quantify the achievement of an outcome

Performance Accountability

MEANS

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?

means

ends

3. Is anyone better off?

= PROGRAM or CUSTOMER OUTCOME

Example: Outcomes

Vermont has a prosperous economy

Vermont's environment is clean and sustainable

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

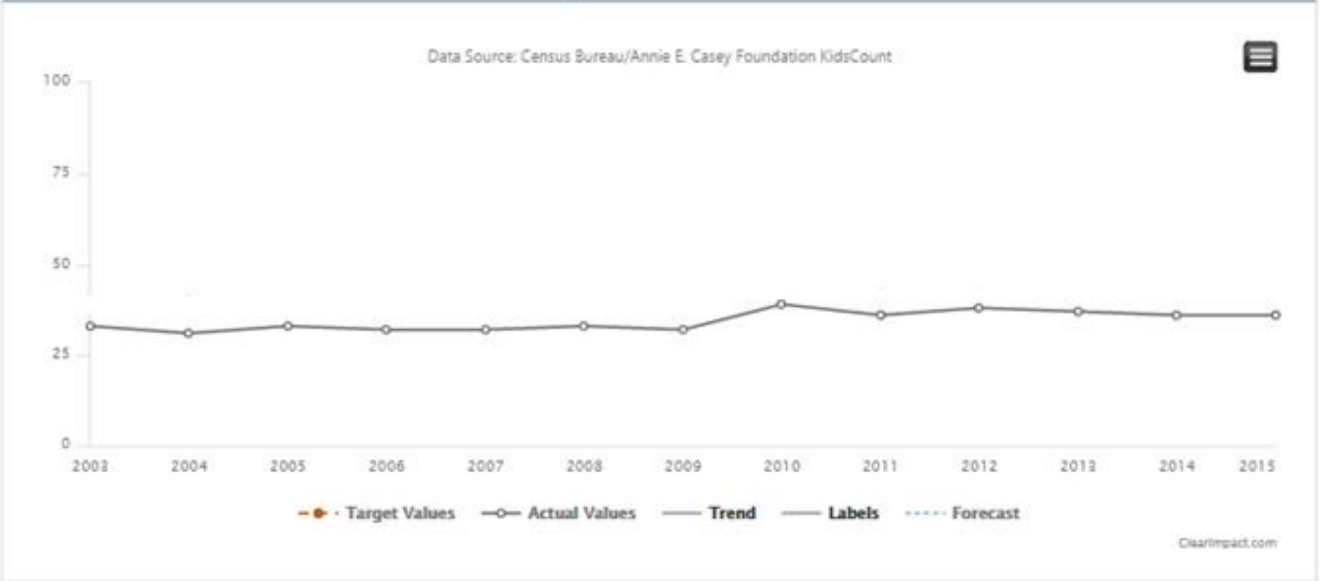
Youth successfully transition to adulthood

Example: Indicators

Outcome: Vermont has a prosperous economy

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

36% 2015

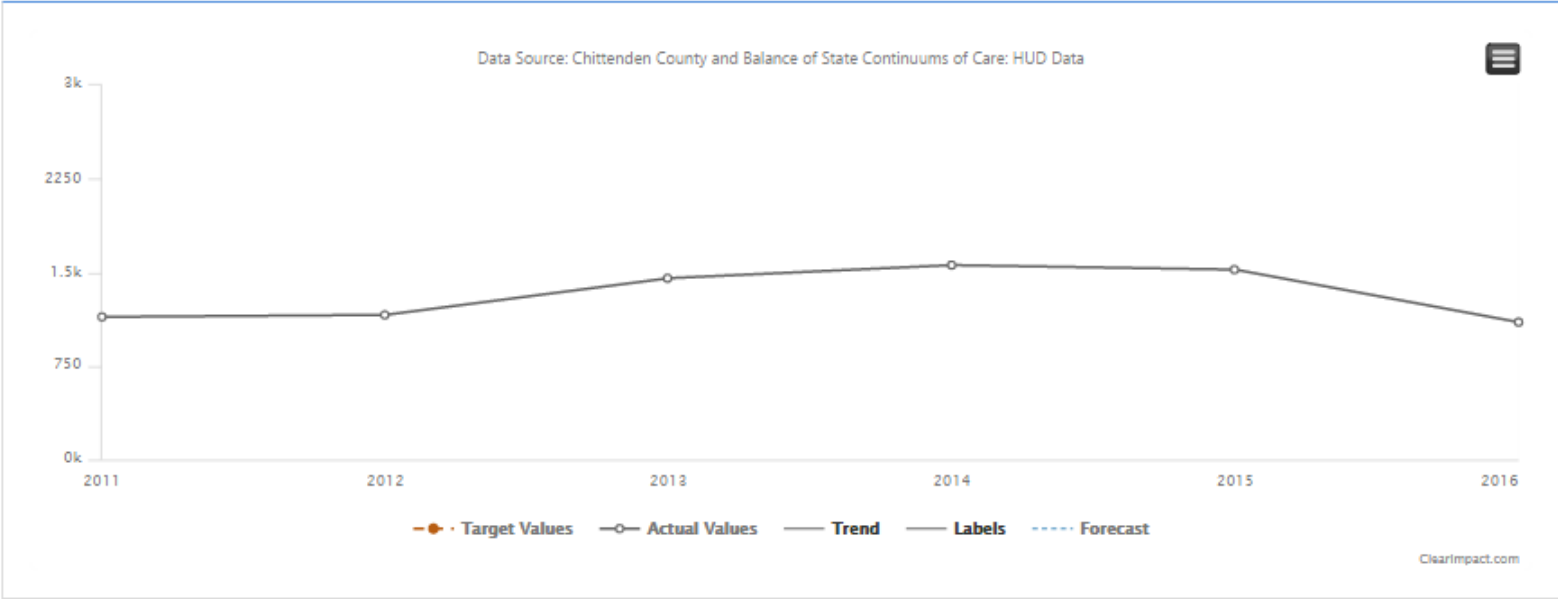


Example: Indicators

Outcome: Vermonters are healthy

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

1,102 2016



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

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 RESULT

Measuring Performance

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

What do we do?
Who do we serve?

How much did we do?	How well did we do it?
Number of families enrolled	Percent of families regularly engaging in case management
Number of families remaining stably housed at 6 months	Is anyone better off? Percent of families remaining stably housed at 6 months Percent of families previously unemployed who secured employment after 1 year Percent of families who favorably resolve an open Family Services case within 1 year

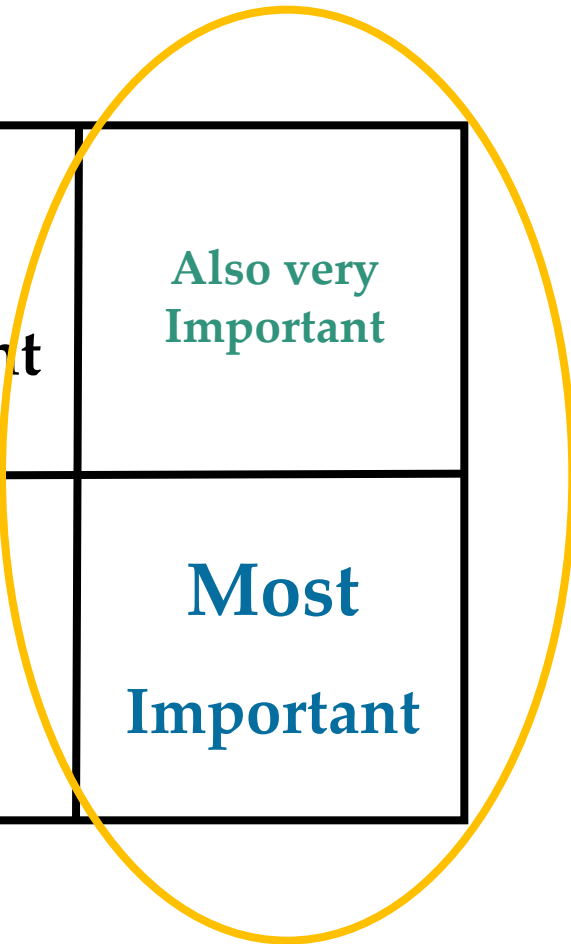
Types of Performance Measures

<p><u>How much did we do?</u></p> <p># Clients/customers served</p> <p># Activities (by type of activity)</p>	<p><u>How well did we do it?</u></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 1141 1158" style="border: 1px solid black; padding: 5px; display: inline-block;"> Point in Time vs. Point to Point Improvement </div>	

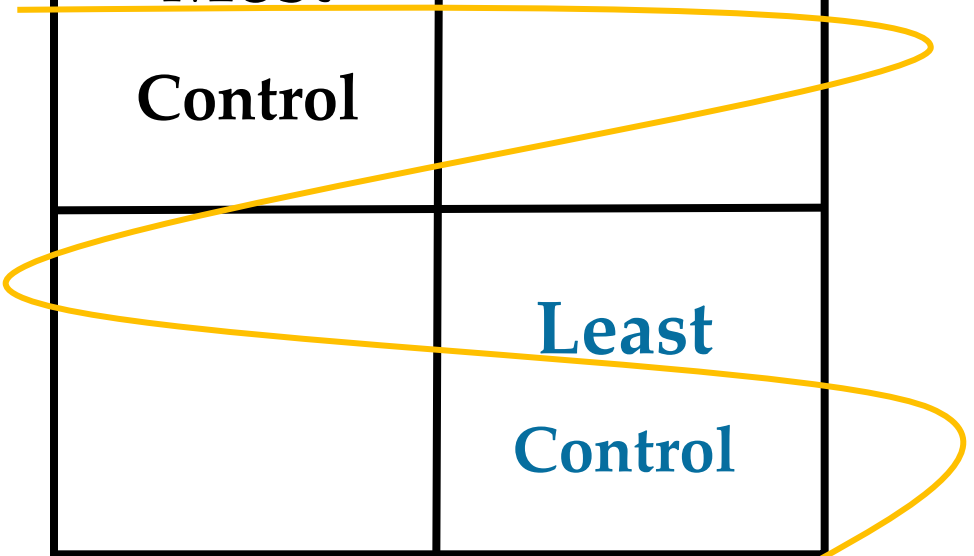
- % Skills / Knowledge
(e.g. parenting skills)
- % Attitude / Opinion
(e.g. toward drugs)
- % Behavior
(e.g. school attendance)
- % Circumstance
(e.g. working, in stable housing)

Matter of Importance and Control

Least Important	<i>Also very Important</i>
	Most Important



Most Control	
	Least 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



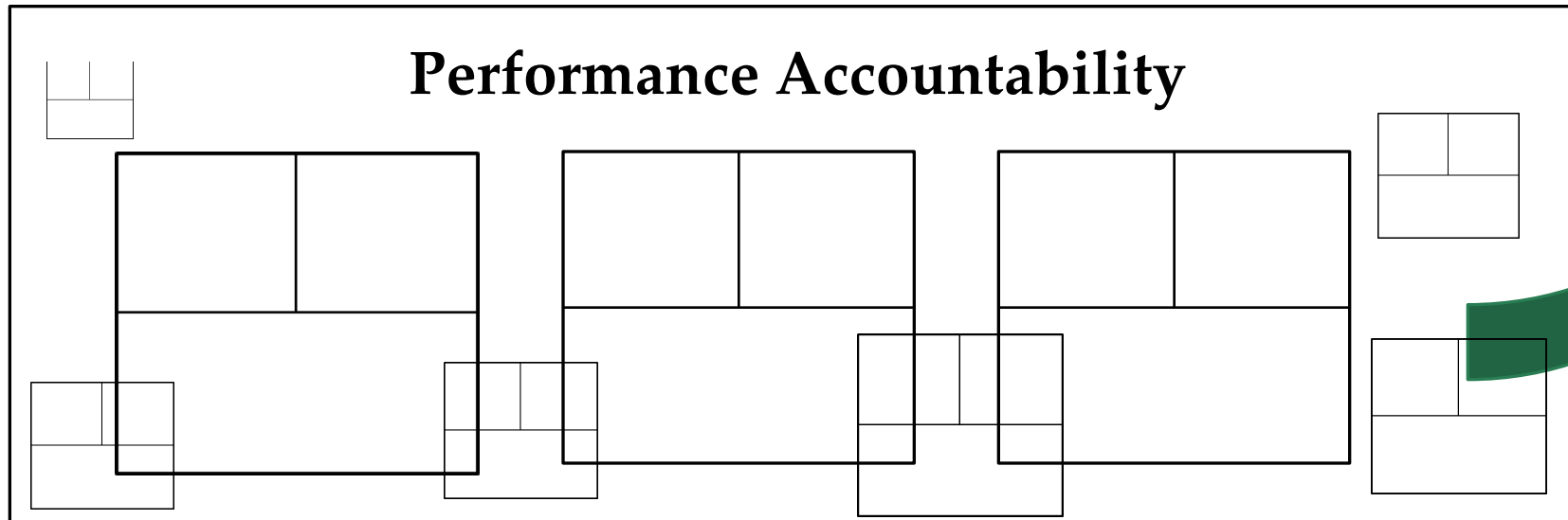
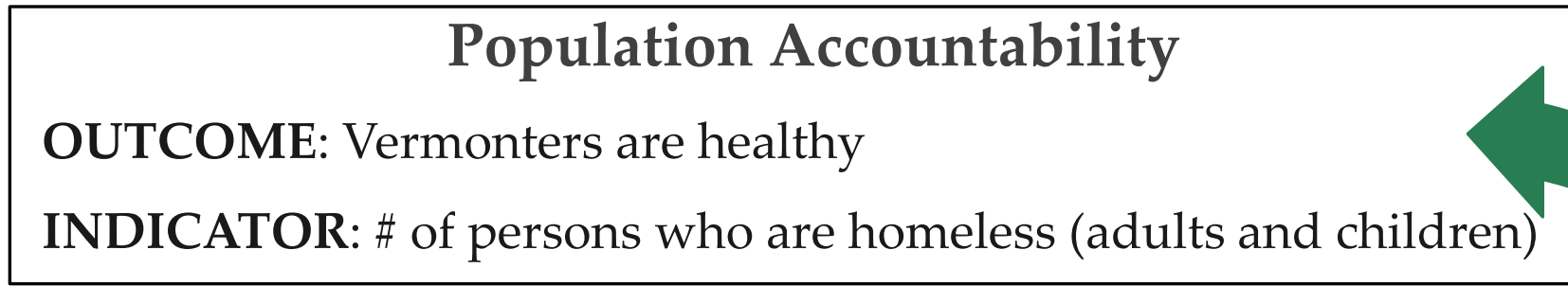
Contribution relationship

Alignment of measures

Appropriate responsibility

CUSTOMER OUTCOME

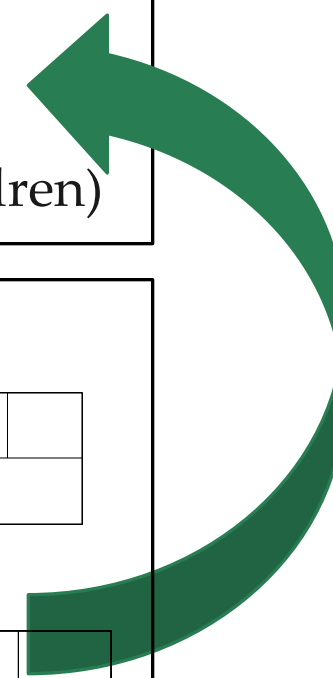
The WHOLE picture



Contribution relationship

Alignment of measures

Appropriate responsibility



RBA in Committee Rooms

Big Picture Questions related to a Common Agenda (Act 186):

- Outcomes?
- Indicators?

Organization/Program Questions about Contribution, What's Working, How to Improve:

- What **role** does your organization play?
- Who do you serve?
- What do you do?
- How do you know if your organization is delivering services well?
 - What are the most meaningful **measures of performance** to you, and how are you doing?
 - What is working well?
 - What are your plans to improve?

Additional Questions:

- What else would you like the Committee to know about **what works** or what doesn't work?
- What else would you like the Committee to learn about **what it would take** to improve?

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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