

Results Based Accountability

11/13/2018



Hancock County
Community Foundation



Learning Objectives

- Connect your complex work to the type of common sense thinking that is used in day-to-day life
- Develop a basic understanding of population accountability and performance accountability, and their relationship to each other
- Learn about the need for and power of indicators of success and performance measures to guide efforts to make a positive impact

Introductions

- Name
- Affiliation
- What brought you here today?

Results-Based Accountability



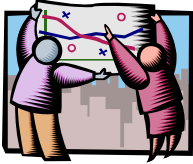
The RBA Framework Aims to:

- Define the results we are seeking... in our community, for the population served, for our organization
- Determine and get buy in for Indicators of Success. How would you know if the result was achieved?
- Identify What Works – Best practices, promising practices – and prioritize them
- Identify all those who could potentially play a role in contributing to results – Who are our partners?
- Move from talk to action

The RBA Framework also...

- Moves “doing good things” to “doing effective things” that can have a population level impact
- Allows you to clearly communicate the need and the progress being made
- Creates a table for everyone to contribute to achieving the result
- Guides investment... of time, energy, and money

Population vs. Performance Accountability



Results Accountability Includes two parts:

Population Accountability
about the well-being of
WHOLE POPULATIONS

For Communities - Cities - Counties - States - Nations

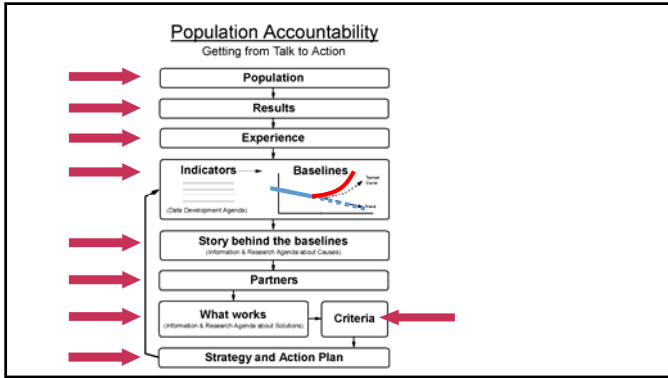
Performance Accountability
about the well-being of
CLIENT POPULATIONS

For Programs - Agencies - Service Systems

DEFINITIONS

Population	{	RESULT or OUTCOME
		A condition of well-being for children, adults, families or communities. <small>Children born healthy, Children ready for school, Safe communities, Clean Environment, Prosperous Economy</small>
Performance	{	INDICATOR or BENCHMARK
		A measure which helps quantify the achievement of a result. <small>Rate of low-birthweight babies, Percent ready at K entry, crime rate, air quality index, unemployment rate</small>
		PERFORMANCE MEASURE

A measure of how well a program, agency or service system is working.
Three types: 1. How much did we do?
2. How well did we do it?
3. Is anyone better off? = Customer Results



Leaking Roof

You come home after a long day of rain, and find that water is dripping from the ceiling of the top floor of your house!
What do you do?

Leaking Roof
(Results thinking in everyday life)

Experience: _____

Measure: _____

Story behind the baseline (causes): _____

Partners: _____

What Works: _____

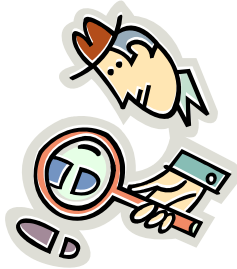
Action Plan: _____

The 7 Population Accountability Questions

1. What are the quality of life conditions we want for the children, adults, and families who live in the community?
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 these measures?
5. Who are the partners that have a role to play in doing better?
6. What works to do better - including low- and no-cost ideas?
7. What do we propose to do?

Indicators

- Provide the evidence to suggest that we are seeing a change in conditions
- Quality over quantity



Criteria for Choosing Indicators as Primary vs. Secondary Measures

Communication Power

Proxy Power

Data Power

Criteria for Choosing Indicators
as Primary vs. Secondary Measures

Communication Power

Does the indicator communicate to a broad range of audiences?



Criteria for Choosing Indicators
as Primary vs. Secondary Measures

Proxy Power

Does the indicator say something of central importance about the result?

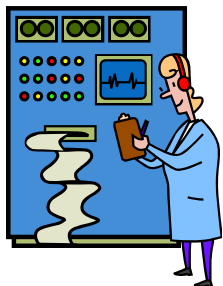
Does the indicator bring along the data **HERD**?



Criteria for Choosing Indicators
as Primary vs. Secondary Measures

Data Power

Quality data available on a timely basis.



Criteria for Choosing Indicators as Primary vs. Secondary Measures

Communication Power

Does the indicator communicate to a broad range of audiences?

Proxy Power

Does the indicator say something of central importance about the result?

Does the indicator bring along the data **HERD**?

Data Power

Quality data available on a timely basis.

Three Part Indicator List for each Result

Part 1: Primary Indicators

- 3 to 5 "Headline" Indicators
- What this result "means" to the community
- Meets the Public Square Test

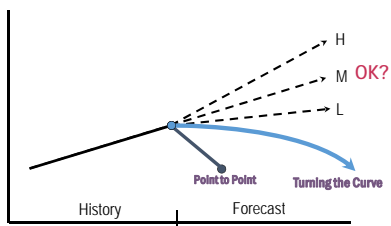
Part 2: Secondary Indicators

- Everything else that's any good (Nothing is wasted.)
- Used later in the Story behind the Curve

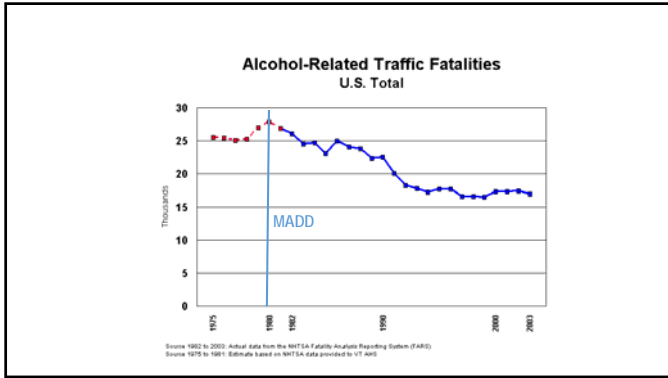
Part 3: Data Development Agenda

- New data
- Data in need of repair (quality, timeliness etc.)

The Matter of Baselines



Baselines have two parts: history and forecast



Enlisting Partners

- Who else cares about this issue?
- Who else benefits from achieving the result?
- What is their role in achieving the result?
- Are there non-traditional partners?
- Do they have a sphere of influence?
- Are they willing to move from Talk to Action?

"If I include you,
 you will be my
 partner."

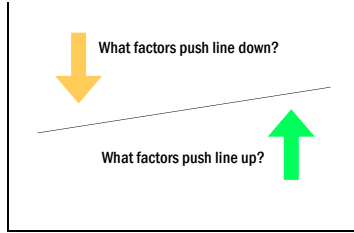
 "If I exclude you,
 you will be my
 judge."

 - Rosell

What Works

- What does the research say?
- Are there Evidence-Based Practices?
- Are there Promising Practices?
- What are some low cost/no cost strategies?

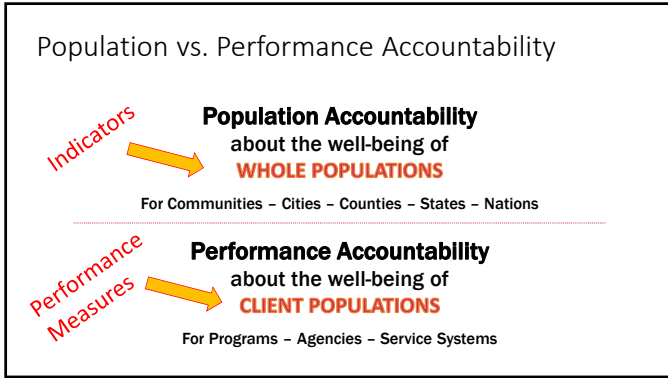
What do we know about what contributes to the RESULT?

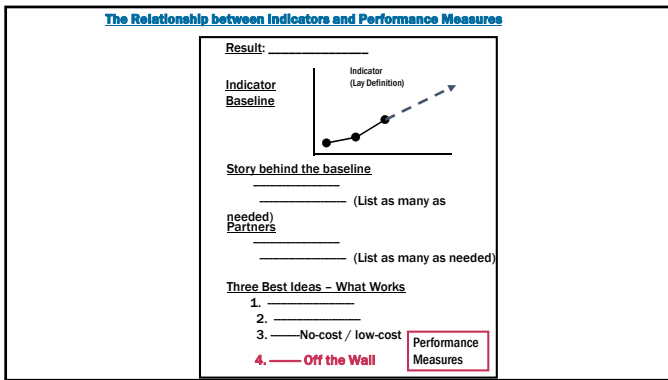


**Group Activity:
RBA and Population
Accountability**

Turn the Curve Exercise: Population Accountability

- 5 min: **Starting Points**
 - timekeeper and reporter
 - two hats (yours plus partner's)
 - 5 min: **Baseline**
 - pick a result and a curve to turn
 - forecast – OK or not OK?
 - 10 min: **Story behind the baseline**
 - causes/forces at work
 - information & research agenda part 1 - causes
 - 5 min: **What works? (What would it take?)**
 - what could work to do better?
 - each partners contribution
 - no-cost / low-cost ideas
 - information & research agenda part 2 – what works
- Two
pointers
to action





All performance measures
 that have ever existed
 for any program
 in the history of the universe
 involve answering two sets of
 interlocking questions...

Performance Measures

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

Performance Measures

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

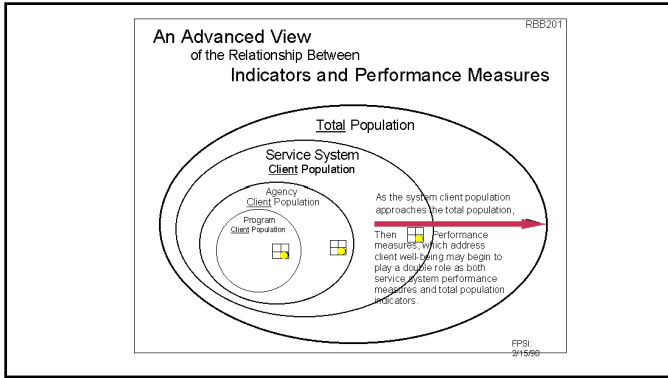
Performance Measures

Effort	
How Much	How Well
Effect	

		Program Performance Measures	
		Quantity	Quality
Effect	Effort	How much did we do?	How well did we do it?
	Effect	Is anyone better off? # %	

		Performance Measures	
		Quantity	Quality
Effect	Input Effort	How much service did we deliver?	How well did we deliver it?
	Output Effect	How much change / effect did we produce?	What quality of change / effect did we produce?

		Education	
		Quantity	Quality
Effect	Effort	How much did we do? Number of students	How well did we do it? Student-teacher ratio
	Effect	Is anyone better off? Number of high school graduates Percent of high school graduates	



Turn the Curve Exercise: Performance Accountability

Starting Points

- timekeeper and reporter
- two hats (yours plus partner's)

Baseline

- pick a result and a curve to turn
- forecast - OK or not OK?

Story behind the baseline

- causes/forces at work
- information & research agenda part 1 - causes

What works? (What would it take?)

- who are your partners?
- what could work to do better?
- no-cost / low-cost ideas
- information & research agenda part 2 - what works

Performance Measures How much? How well? Better off?

What Works/Strategy/Program

How much did we do?	How well did we do it?
No program better off?	

QUESTIONS?



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