Healthcare Foundation of La Porte
Results Based Accountability

7/20/2017
Welcome

- Agenda
- Introduction to Community Solutions
Introductions

- Name
- Affiliation
- What is the result your organization exists to achieve?
Learning Objectives

- A practical understanding of the principles of Results Based Accountability
- The difference between Population Accountability and Performance Accountability, and how they relate to each other
- Performance measures as a tool for measuring and communicating programmatic impact
Results-Based Accountability 101
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
Clarifying Language

Language Confusion

Outcome: Goal
Target: Result
Objective: Measure
Indicator: Benchmark
Definitions

**Result/Outcome:** A condition of well being for children, adults, families or communities (ENDS)

**Indicator/Benchmark:** A measure which helps quantify the achievement of a result (ENDS)

**Performance Measure:** A measurement of how well a program, agency or service system is working (MEANS)
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?
Population Accountability

Getting from Talk to Action

Population

Results

Experience

Indicators → Baselines

(Data Development Agenda)

Story behind the baselines

(Information & Research Agenda about Causes)

Partners

What works

(Information & Research Agenda about Solutions)

Criteria

Strategy and Action Plan
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:
Unpacking the steps in RBA
One: DECLARING A RESULT

RESULT or OUTCOME or GOAL
A condition of well being for a population
(clients, neighborhoods, counties)

What result do you want to achieve?

What should be different for the population served?
Two: IDENTIFY THE TARGET POPULATION

Who is the population that will be impacted?

Who do you want to achieve this result for?

Universal population vs Targeted population
Three: **How would you know?**

If the result is achieved, what will be different?

- What would that difference look like?
- What would that difference feel like?
Four: **HOW WOULD YOU MEASURE IT?**

What key Indicators would change?

What do those key Indicators look like now (what is the trend line)?

What is the story behind the data?

What do you wish you could measure (data development agenda)
The Matter of Baselines

Baselines have two parts: history and forecast

- History
- Forecast

- Point to Point
- Turning the Curve

- H
- M
- L

OK?
Five: **WHO ARE THE PARTNERS?**

- What is their potential for Aligned Contribution
- What is their role in achieving the result?
- Do they have a sphere of influence?
- Are they willing to move from Talk to Action?
Six: **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?

What factors push line down?

What factors push line up?
Seven: **MOVING TO ACTION**

- What are you going to do?
- Are the actions aligned?
- Do they leverage each other?
- Do they contribute to the target population being “better off”?
Population vs. Performance 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 – Service Systems
Performance Accountability -
7 Questions

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 these measures?
5. Who are the partners with a role to play in doing better?
6. What works, what could work, to do better?
7. What do we propose to do?
Population vs. Performance Accountability - MEASUREMENT

Population Accountability
measured by:
INDICATORS
For Communities – Cities – Counties – States – Nations

Performance Accountability
measured by:
PERFORMANCE MEASURES
For Programs – Agencies – Service Systems
All performance measures that have ever existed for any program in the history of the universe involve answering two sets of interlocking questions...
<table>
<thead>
<tr>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How Much</strong></td>
<td></td>
</tr>
<tr>
<td>did we do?</td>
<td></td>
</tr>
<tr>
<td>(#)</td>
<td></td>
</tr>
<tr>
<td><strong>How Well</strong></td>
<td></td>
</tr>
<tr>
<td>did we do it?</td>
<td></td>
</tr>
<tr>
<td>(%)</td>
<td></td>
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</tbody>
</table>

Performance Measures
Performance Measures

Effort

How hard did we try?

Effect

Is anyone better off?
Program Performance Measures

<table>
<thead>
<tr>
<th>Effort</th>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>How much</td>
<td>How well</td>
<td>Is anyone</td>
</tr>
<tr>
<td>did we do?</td>
<td>did we do it?</td>
<td>better off?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>#</td>
</tr>
</tbody>
</table>
### Performance Measures

<table>
<thead>
<tr>
<th>Input Effort</th>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How much service did we deliver?</td>
<td>How well did we deliver it?</td>
</tr>
<tr>
<td>Output Effect</td>
<td>How much change / effect did we produce?</td>
<td>What quality of change / effect did we produce?</td>
</tr>
<tr>
<td>Effort</td>
<td>Quantity</td>
<td>Quality</td>
</tr>
<tr>
<td>-------</td>
<td>------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Number of students</td>
<td>How much did we do?</td>
<td>How well did we do it?</td>
</tr>
<tr>
<td>Student-teacher ratio</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is anyone better off?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of high school graduates</td>
<td></td>
<td>Percent of high school graduates</td>
</tr>
</tbody>
</table>
### Drug/Alcohol Treatment Program

<table>
<thead>
<tr>
<th>Effort</th>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How much did we do?</td>
<td>How well did we do it?</td>
</tr>
<tr>
<td></td>
<td>Number of persons treated</td>
<td>Percent of staff with training/certification</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is anyone better off?</td>
<td>Number of clients off of alcohol &amp; drugs</td>
<td>Percent of clients off of alcohol &amp; drugs</td>
</tr>
<tr>
<td></td>
<td>- at exit</td>
<td>- at exit</td>
</tr>
<tr>
<td></td>
<td>- 12 months after exit</td>
<td>- 12 months after exit</td>
</tr>
</tbody>
</table>
## Performance Measures

Types of Measures Found in Each Quadrant

<table>
<thead>
<tr>
<th>How much did we do?</th>
<th>How well did we do it?</th>
<th>Is anyone better off?</th>
</tr>
</thead>
</table>
| # Clients/customers served | % Common measures  
  - client staff ratio  
  - staff turnover rate  
  - staff morale  
  - % staff fully trained  
  - % clients seen in their own language  
  - cost/client | % Activity-specific measures  
  - % timely  
  - % clients completing activity  
  - % correct and complete  
  - % meeting standard |
| # Activities (by type of activity) | % Skills / Knowledge  
  (e.g. parenting skills) | % Attitude / Opinion  
  (e.g. toward drugs) |
| # | % Behavior  
  (e.g. school attendance) | % Circumstance  
  (e.g. working, in stable housing) |
An Advanced View of the Relationship Between Indicators and Performance Measures

As the system client population approaches the total population,

Then Performance measures, which address client well-being may begin to play a double role as both service system performance measures and total population indicators.
Identifying Good Performance Measures (in 15 minutes or less!)

1. Choose ONE result (1 minute!)
2. Choose ONE indicator (1 minute!)
3. Choose ONE What Works - or, make one up that aligns with your work/proposal (1 minute!)
4. Brainstorm at least 5 measures for each category - How Much, How Well, and Better Off #/% (10 minutes)
5. Circle the 2 best measures in each category - in terms of communication power, availability of data, central importance to your work, strong connection to the result (2 minutes!)
## Select ONE “What Works”

<table>
<thead>
<tr>
<th>Result</th>
<th>Indicators</th>
<th>Examples of What Works</th>
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</table>
| Healthy Living  | Adult Obesity                                   | • Improving access to health foods  
                          • Increasing community-wide focus on active living and fit lifestyles            |
| Healthy Children| Low Birthweight  
Uninsured Children | • Improving education about tobacco  
and drug uses and their consequences  
• Increasing safety in homes and schools                                             |
| Healthy Minds   | Adult Smoking  
Alcohol-Impaired Driving Deaths  
Drug Overdose Deaths  
Mental Health Providers | • Increasing access to care for mental illnesses  
• Increasing access to treatment for substance usage                                   |
Select ONE “What Works”

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<td>Adult Obesity</td>
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QUESTIONS?

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Next Steps

- Opportunities to work with Community Solutions
Thank you for joining us!

- Other Capacity Building Opportunities
- Survey