

Introduction to Results Based Accountability

Policy Board of the
Health and Human Services Coordinating Council
for Pinellas County

Presented by Deitre L. Epps, MS
Results Leadership Group

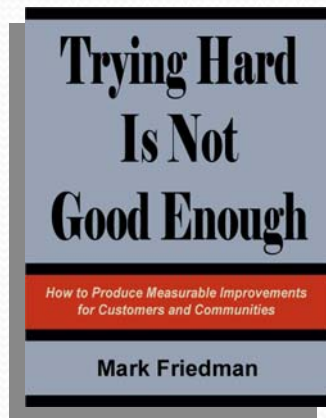


Meeting Results

- Participants will:
 - Have a basic understanding of Results Based Accountability
 - Understand the distinction between population and performance accountability
 - Understand how population accountability can be applied to the work of the Health and Human Services Coordinating Council

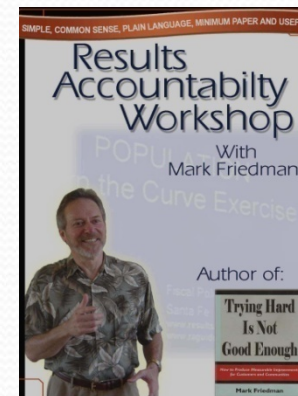
Results Accountability

The Fiscal Policy Studies Institute
Santa Fe, New Mexico



[Websites](#)
raguide.org
resultsaccountability.com

[Book - DVD Orders](#)
resultsleadership.org





Reasons to use Results Based Accountability

- Simple
- Common Sense
- Plain Language
- Minimum paper
- Useful



Results Based Accountability

is made up of 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 – and Service Systems



Results Based Accountability

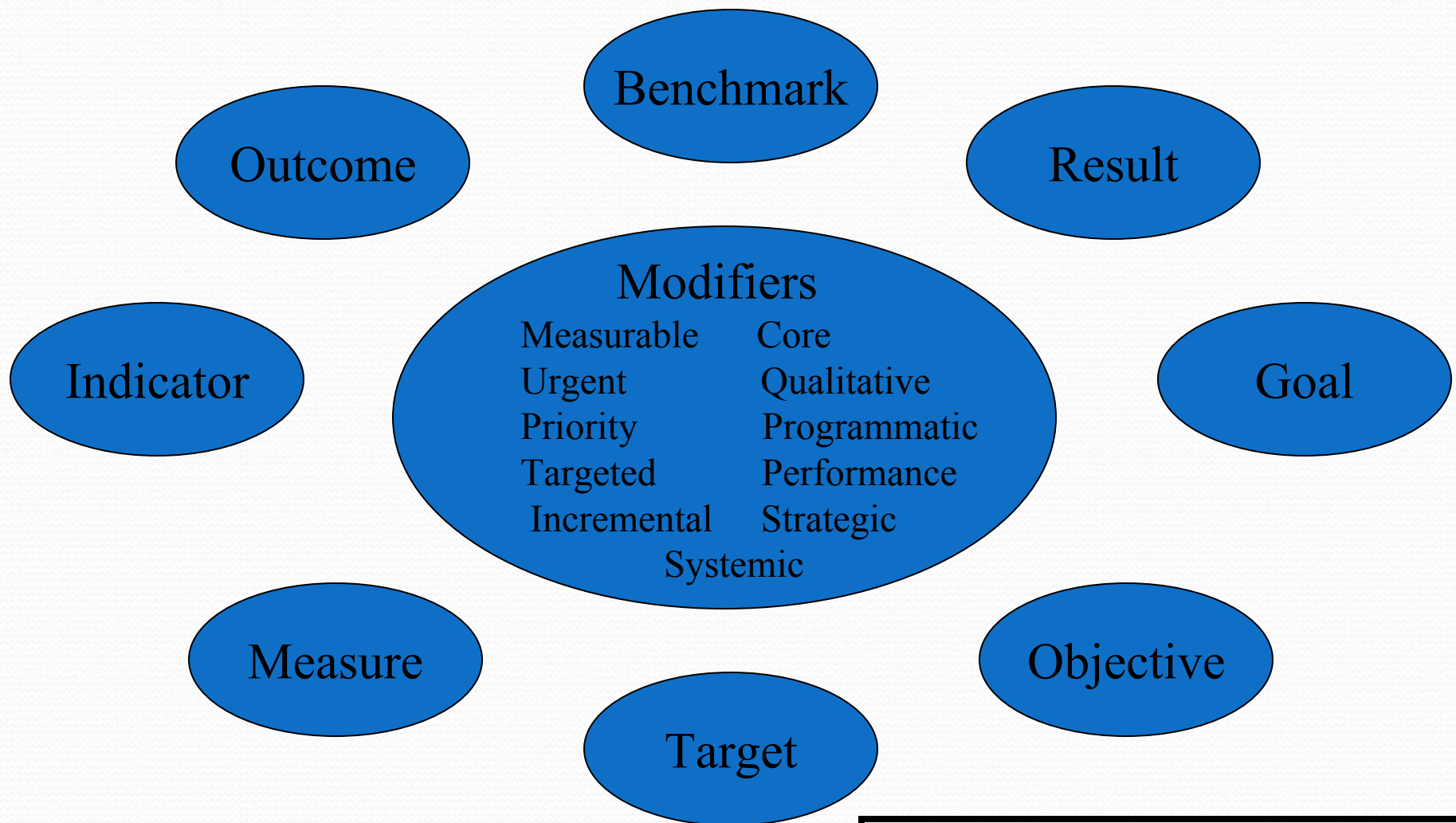
COMMON LANGUAGE

COMMON SENSE

COMMON GROUND

THE LANGUAGE TRAP

Too many terms. Too few definitions. Too little discipline



DEFINITIONS

Population

RESULT or OUTCOME

A condition of well-being for children, adults, families or communities.

Children born healthy, Children ready for school,
Safe communities, Clean Environment, Prosperous Economy

INDICATOR or BENCHMARK

A measure which helps quantify the achievement of a result.

Rate of low-birthweight babies, Percent ready at K entry,
crime rate, air quality index, unemployment rate

Performance

PERFORMANCE MEASURE

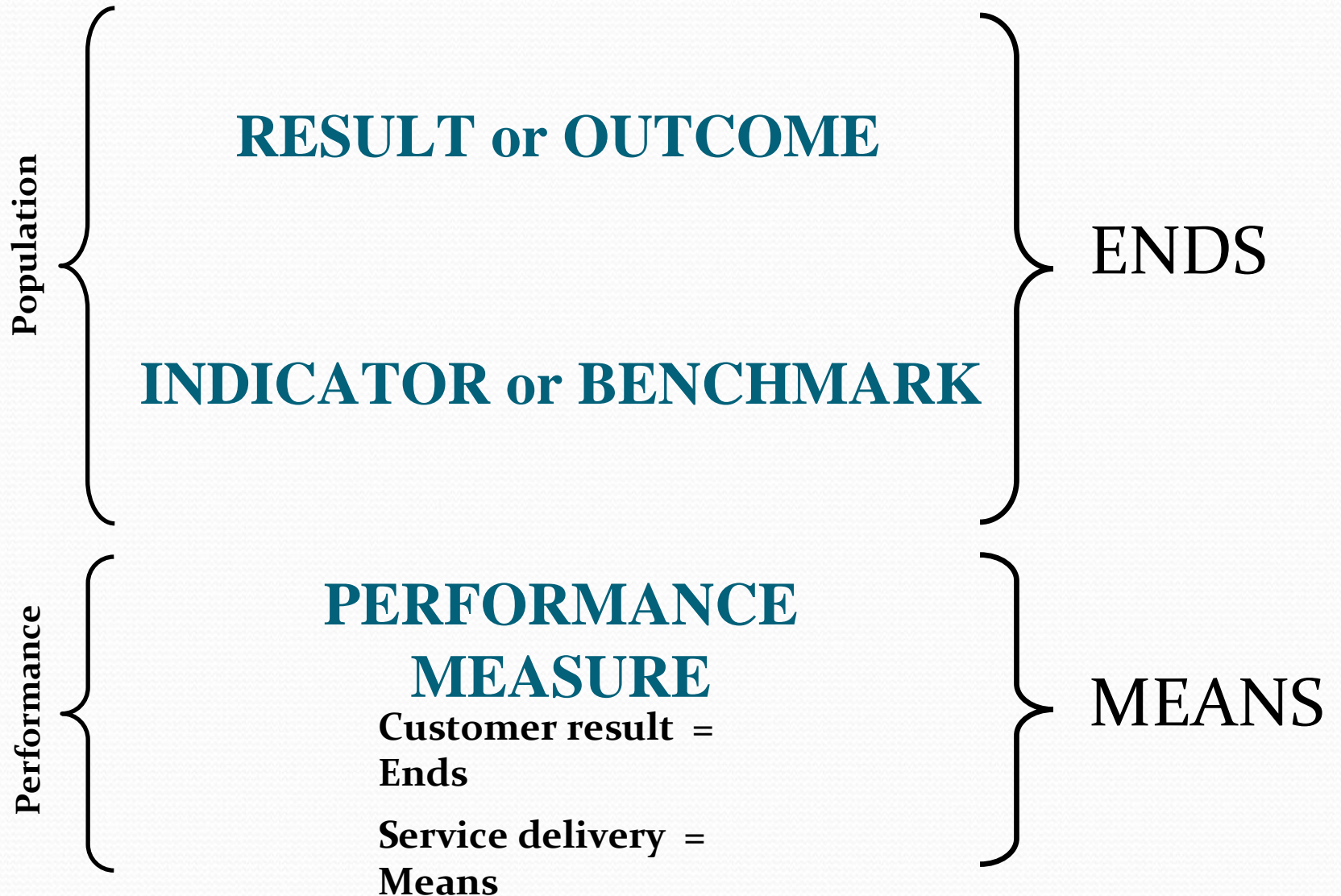
A measure of how well a program, agency or service system is working.

Three types:

1. How much did we do?
2. How well did we do it?
3. Is anyone better off? = **Customer Results**

Results

From Talk to Action From Ends to Means





POPULATION ACCOUNTABILITY

For Whole Populations
in a Geographic Area

Community Outcomes

- A Safe City
- A City of Inclusive and Diverse Communities
- A City of People who Value and Protect the Natural Environment
- A Well-Governed City
- A Prosperous City
- A Healthy City
- A City for Recreation, Fun and Creativity
- City of Lifelong Learning
- An Attractive and Well-Designed City

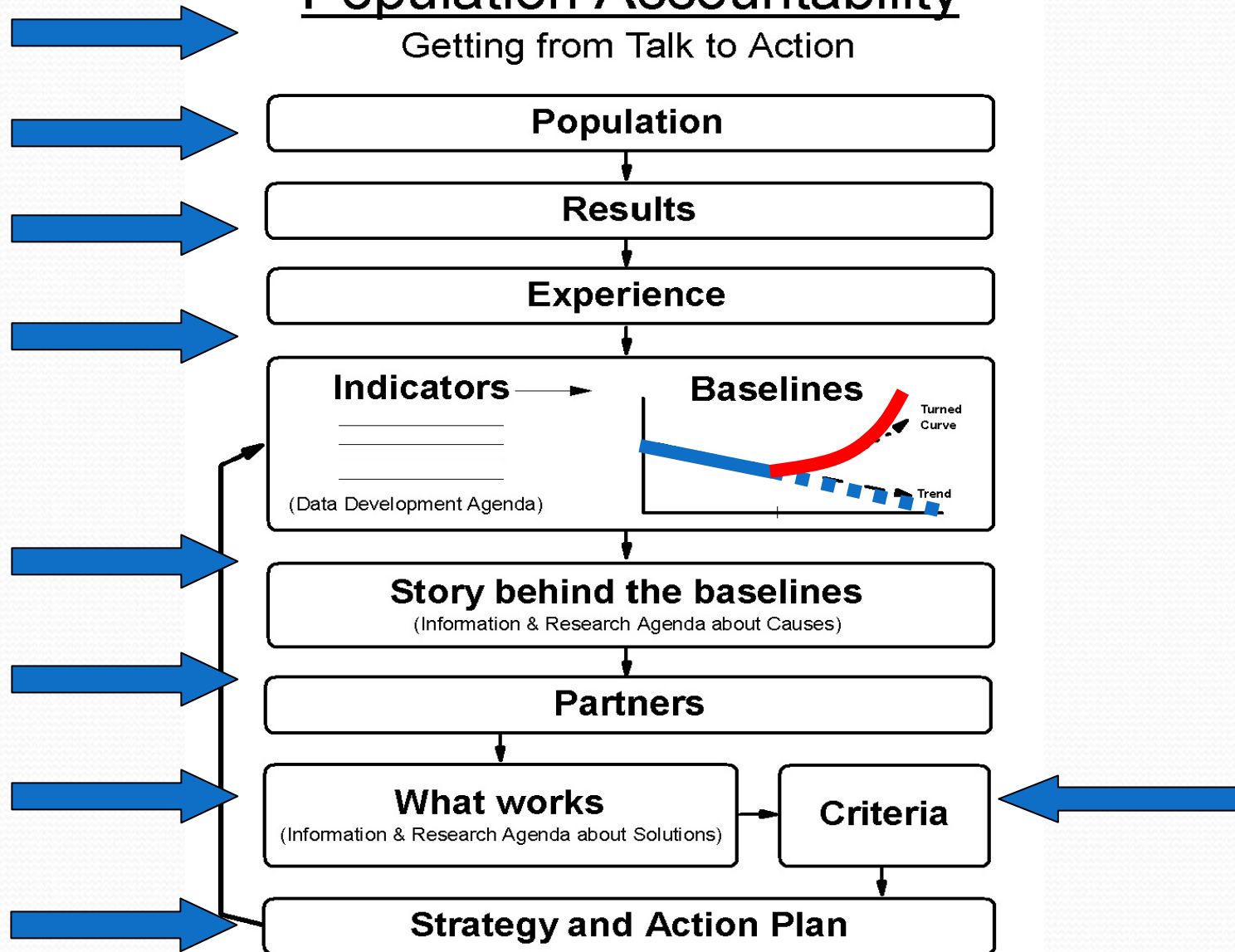
Florida Children and Youth Cabinet

RESULTS

- Every Florida child is healthy
- Every Florida child is ready to learn and succeed
- Every Florida child has a stable and nurturing family
- Every Florida child lives in a safe and supportive community

Population Accountability

Getting from Talk to Action



The 7 Population Accountability Questions

1. What are the quality of life conditions we want for the children, adults and families who live in our 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 no-cost and low-cost ideas?
7. What do we propose to do?

ELECTRONIC REPORT CARDS



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pinellasindicators.org is a tool to help us achieve the quality of life conditions we want for the children, adults, and families that live in Pinellas County. It does so by providing the best possible answers to the following questions:



- ♦ **what** are the quality of life conditions we want?
- ♦ **who** are the partners that have a role to play in doing better?
- ♦ **what** would these conditions look like if we could see them?
- ♦ **what** works to do better, including no-cost and low-cost ideas?
- ♦ **how** can we measure these conditions?
- ♦ **what** do we propose to do?
- ♦ **how** are we doing on the most important measures?



residents "Sed egestas, ante et vulputate volutpat, eros pede semper est, vitae luctus metus libero eu augue. Morbi purus libero, faucibus adipiscing, commodo quis, gravida id, est. Sed lectus. Praesent elementum hendrerit tortor. Sedi"

[click for more info](#)

elected officials

"Donec nec justo eget felis facilisis fermentum. Aliquam porttitor mauris sit amet orci. Aenean dignissim pellentesque felis."

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program administrators

"Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec odio. Quisque volutpat mattis eros."

[click for more info](#)

pinellasindicators.org promotes a collaborative approach to answering these questions. In doing so, we define our community goals, select community indicators, inform evidence-based action plans, and examine program performance. This collaborative, data-driven approach is necessary because achieving community-wide impact is beyond the ability and responsibility of any one agency, organization, or level of government.

putting it all together

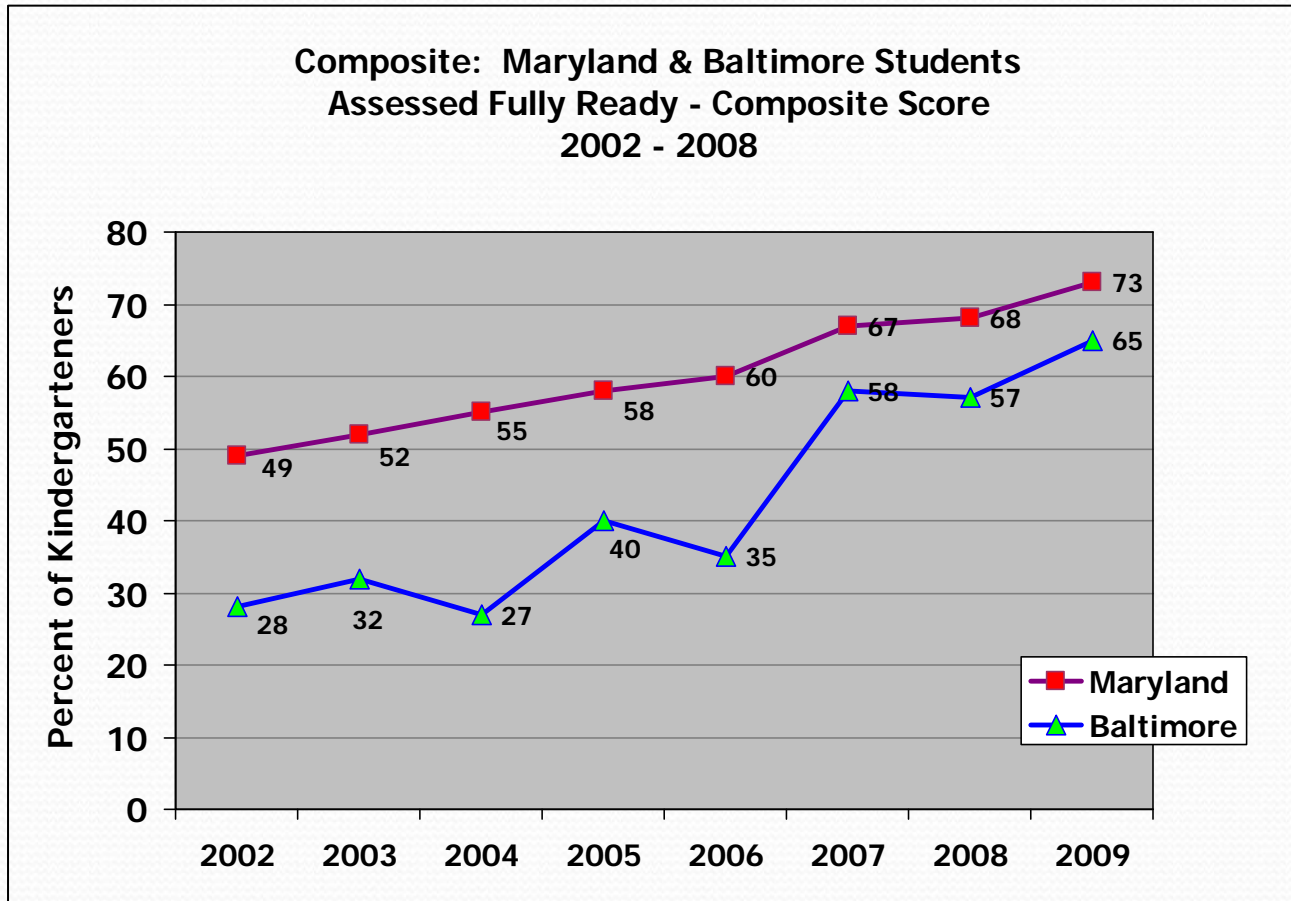
Each Key Focus Area has information about our communities plans and efforts to make an impact.



go to GIS maps

[mapping](#) ♦ [first time user](#) ♦ [help](#)

Maryland and Baltimore - School Readiness



Result: All children enter school ready to learn



Sample Results – Administrative Forum

- Every person is physically and mentally healthy
- Every person lives in a safe and sustainable community
- Every person has opportunity to learn and succeed



Sample Results –

Low Income Housing Leadership Network

- Sufficient housing exists in Pinellas County to house all residents
- Housing is affordable to all residents of Pinellas County
- Pinellas County residents are provided sufficient support to enable them to acquire or stay in their homes


Choosing Indicators

Worksheet

Outcome or Result Safe Community

| Candidate Indicators | Communication Power | Proxy Power | Data Power |
|----------------------|---------------------|-------------|------------|
| Measure 1 | H M L | H M L | H M L |
| Measure 2 | | | |
| Measure 3 | H | H | H |
| Measure 4 | | | |
| Measure 5 | H | H | L |
| Measure 6 | | | |
| Measure 7 | | | |
| Measure 8 | | | |

Data Development Agenda





Performance Accountability

For Programs, Agencies and
Service Systems

Fiscal Policy Studies Institute

Santa Fe, New Mexico

www.resultsaccountability.com

www.raguide.org



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Performance Measures

Quantity

Quality

**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 |
|--------|--|---|
| Effort | <p>How much did we do?</p> <p>Number of students</p> | <p>How well did we do it?</p> <p>Student-teacher ratio</p> |
| Effect | <p>Number of 9th graders who graduate on time & enter college or employment after graduation</p> | <p>Percent of 9th graders who graduate on time & enter college or employment after graduation</p> |

Is anyone better off?



How
Population
&
Performance Accountability
FIT TOGETHER

THE LINKAGE Between POPULATION and PERFORMANCE

POPULATION ACCOUNTABILITY

Healthy Births

Rate of low birth-weight babies

Children Ready for School

Percent fully ready per K-entry assessment

Self-sufficient Families

Percent of parents earning a living wage

POPULATION RESULTS

PERFORMANCE ACCOUNTABILITY

Job Training Program

| | |
|------------------------------|---|
| # persons receiving training | Unit cost per person trained |
| # who get living wage jobs | % who get living wage jobs CUSTOMER RESULTS |

Contribution relationship

Alignment of measures

Appropriate responsibility



**Every time
you think
about HHSCC
and results
use a
two-part
approach**

Population Accountability

Result: to which you contribute to most directly.

Indicators:



Story:

Partners:

What would it take?:

Your Role: as part of a larger strategy.

Performance Accountability

Program:

Performance measures:



Story:

Partners:

Action plan to get better:

What's Next?

A Basic Action Plan for Results Based Accountability

TRACK 1: POPULATION ACCOUNTABILITY

- Establish results
- Establish indicators, baselines and charts on the wall
- Create an indicators website
- Use HHSCC Networks (action groups) to turn curves

TRACK 2: PERFORMANCE ACCOUNTABILITY

- Performance measures, and charts on the wall for programs, agencies and service systems

How much?

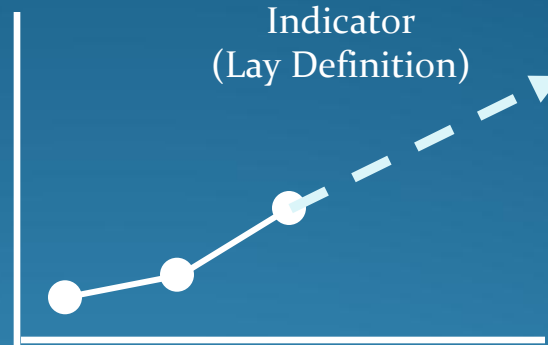
How well?

Anyone better off?

ONE PAGE Turn the Curve Report: Population

Result: _____

Indicator
Baseline



Story behind the baseline

----- (as many as needed)

Partners

----- (as many as needed)

Three Best Ideas – What Works

1. -----
2. -----
3. ----- No-cost / low-cost
4. ----- **Off the Wall**



Thank You!

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