

Results Based Accountability

(RBA)

Trying Hard is not Good Enough.

-Mark Friedman

Why do this now?

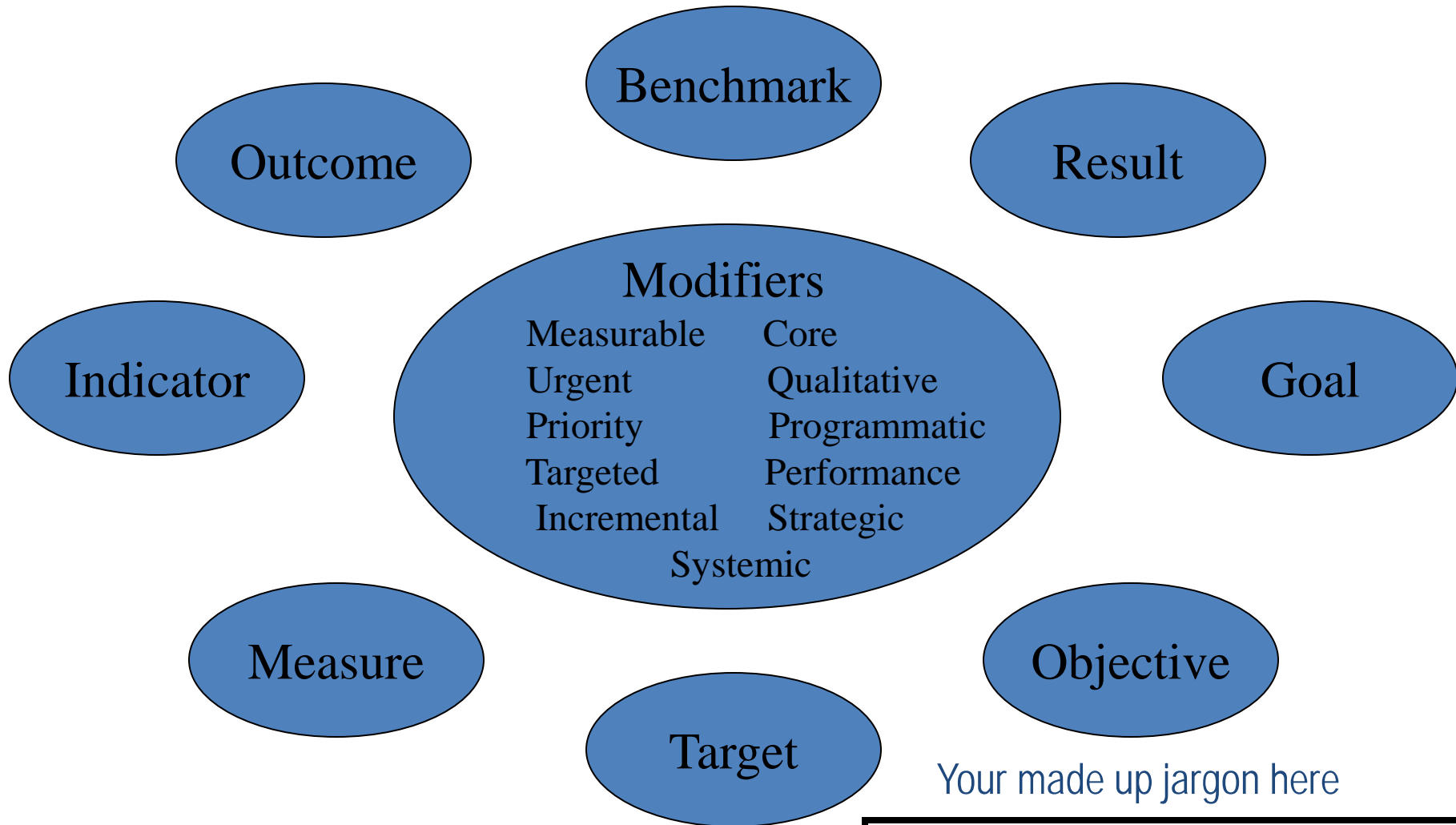
- No more talk! Let's take some actions
- We can't make changes alone! We need our partners in the system.
- Let's use data to make informed decision

What is RBA?

- A process that offers a disciplined way of thinking and taking action to improve **the conditions of the people we serve (RESULT)**
- Simple, common sense, and plain language approach that starts with **RESULT** and works backward towards means-strategies for getting there
- Data-driven decision making process

THE LANGUAGE TRAP

Too many terms. Too few definitions. Too little discipline



Your made up jargon here

Measurable urgent systemic indicators



DEFINITIONS

RESULT

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

INDICATOR (Population)

A measure which helps quantify the achievement of a result.

PERFORMANCE MEASURE (MIDD Strategies)

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

MIDD Result and Indicators (Draft)

Result: *People living with, or at risk of behavioral health conditions, are healthy, have satisfying social relationships, and avoid criminal justice involvement*

Population Indicators (examples):

- Emotional health rated by level of mental distress
- Daily functioning-rated by limitations due to physical, mental or emotional problems
- Reduced or eliminated alcohol and substance use

Examples of MIDD Performance Measures

- **Program:** Crisis Solutions Center
- **Performance measures:** # of admissions, % linked to treatment, % with reduced emergency department visits over time

- **Program:** DV-MRT (Domestic Violence Moral Reconciliation Therapy)
- **Performance measures:** # of enrollees, # of classes completed, % with reduced jail use over time

Indicators vs. Performance Measures

Important to distinguish the two:

- Population indicators are about ***all of King County***
- Performance measures are specific to ***those served by a MIDD program***
- Performance measures will answer the questions:
 - *(Quantity) How much did we do?*
 - *(Quality) How well did we do it?*
 - *(Impact) Is anyone better off? =client outcomes*

The MIDD Language to Define Accountability

Population Accountability

MIDD *contributes* to moving these markers

Performance Accountability

MIDD is *responsible* for moving these markers

What conditions want to change?

How do we track our results?

Where are we now?

What will we do to help turn the curve?

How will we measure what we do?

RESULTS

POPULATION INDICATORS

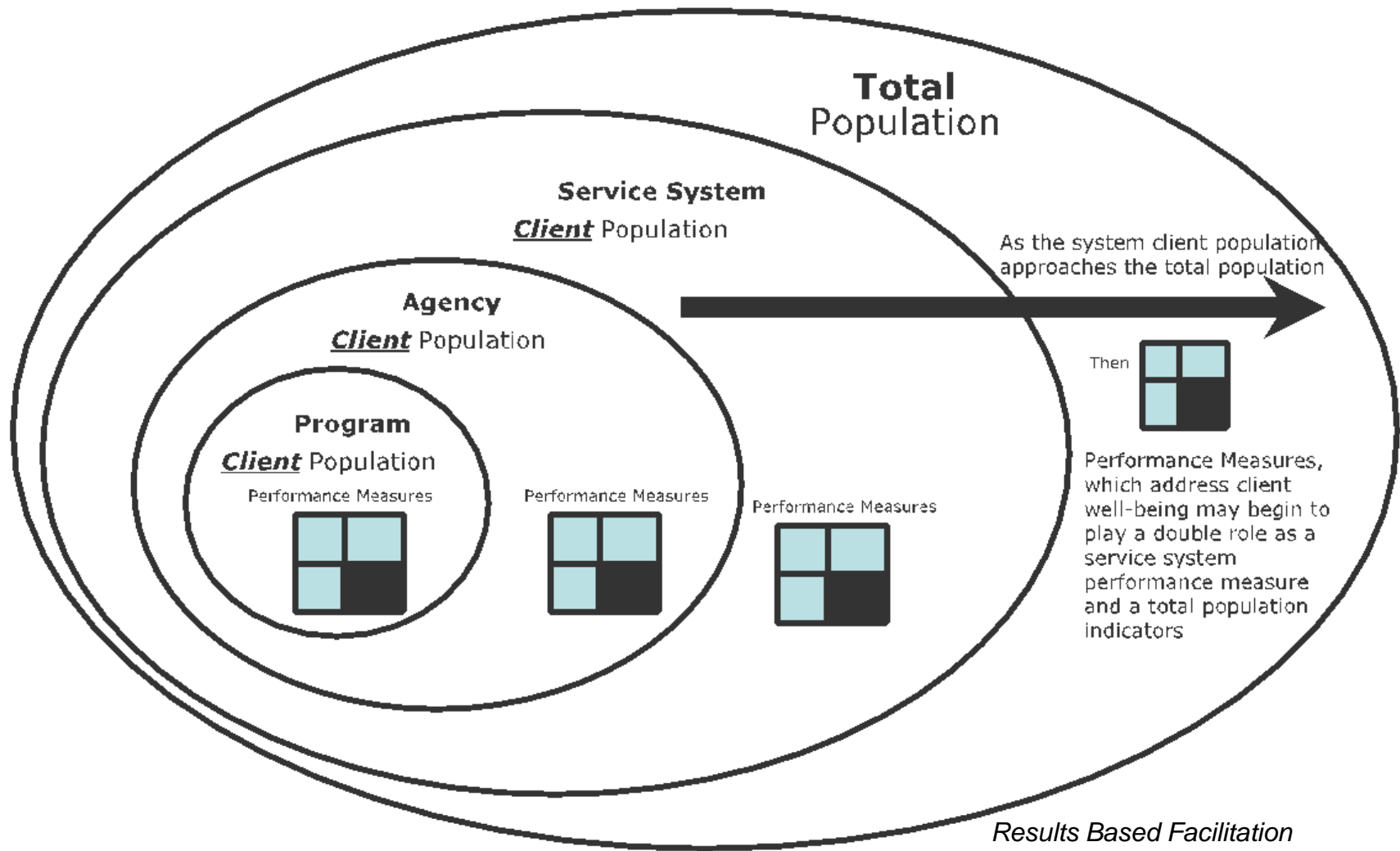
BASELINE DATA

STRATEGIES

INITIATIVES

PERFORMANCE MEASURES

Relationship Between Indicators and Performance Measures



Measuring Progress for MIDD Investments

1. Data

a. Population indicators:

movement from the baseline

b. Program performance measures:

customer progress and better service:

How much did we do?

How well did we do it?

Is anyone better off?

2. Our Accomplishments: Positive activities, not included above.

3. Stories behind the numbers that show how individuals are better off.

Key Takeaways

- Process that starts from Results working backwards
- Two types of accountability: Population and Performance
- Common sense, common language approach for us (King County and our partners) to use to achieve our Results

- Trying Hard is not good enough.....

- 1) If doing it alone

- 2) Without specific goal

- 3) Without data to support

- 4) Without making an impact

Questions?

Examples of **population** accountability: **community, city, county, state, nation**

- **Population:** All WA residents
- **Population result:** clean environment
- **Indicators:** percent of days below air quality standards

- **Population:** Entire King County population
- **Population result:** vibrant economy
- **Indicators:** percent of adults employed

- **Population:** All Auburn residents
- **Population result:** safe community
- **Indicators:** percent of residents who feel safe

Sorting Performance Measures: What is Measured in Each Quadrant

		Quantity	Quality
Effort	<u>How much did we do?</u>	<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</p> <p>% Activity-specific measures e.g. % timely, % clients completing activity, % correct and complete</p>
	<u>Is anyone better off?</u>		<p>#</p> <p>#</p> <p>#</p> <p>#</p>