



Working together to improve outcomes for clients and communities: a practical overview and Q&A about RBA

Community Research Webinar

19 October 2016

Sharon Shea, Shea Pita and Associates, www.sheapita.co.nz

Sharon: cell - 021 482199, email - sharon@sheapita.co.nz;

Results Based Accountability™

The Fiscal Policy Studies Institute

Santa Fe, New Mexico

Websites

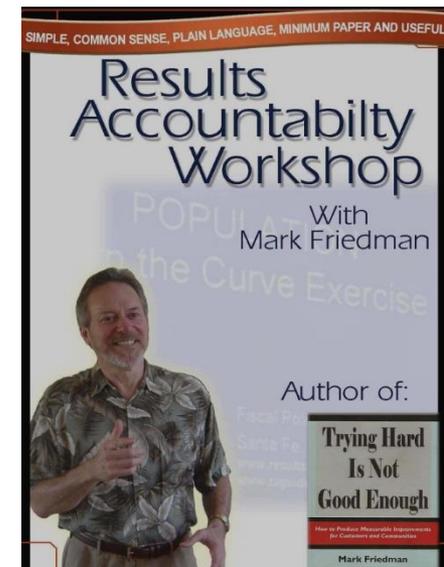
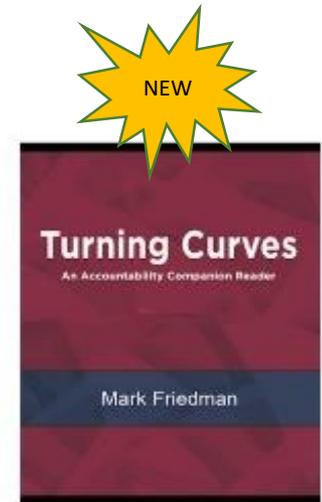
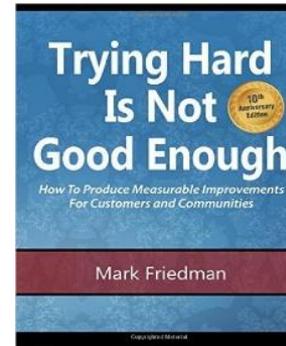
raguide.org
resultsaccountability.com

Book - DVD Orders

sheapita.co.nz
amazon.com
resultsleadership.org

New book: Turning Curves: An Accountability Companion Reader

80 essays on new updates about RBA



Benefits of RBA – more than just an outcomes framework

1. **Simple and logical** – don't have to be an expert
2. **Easy to implement** – has a **common language**
3. **Tracks achievements** –tracks/identifies client outcomes and contributions made to community/government results/outcomes
4. **Inclusive** – multiple partners and collective impact
5. **Useful** - planning, capability building, change management, performance improvement
6. **Can see where your efforts are making a difference** - 'on the ground' and how you contribute to the 'big picture'
7. **Use data** - to drive decision-making
8. **Understand accountabilities – outcomes chain**

Learn about key RBA concepts

2 key types of accountability and language discipline:

- Population accountability - results / outcomes and indicators
 - “the hope”
- Performance accountability - performance measures
 - “the reality”

3 types of performance measures:

- How much did we do?
- How well did we do it?
- Is anyone better off?

7 questions from ends to means:

- **baselines and turning the curve** – to make life better for our families / whānau, children / tamariki, and communities.

Results Based Accountability is made up of two parts:

Population Accountability

about the wellbeing of
WHOLE POPULATIONS

For Communities – Cities – Districts – Countries

E.g. Populations - All rangatahi/youth in Te Tai Tokerau, Adults in Tauranga, All families in Auckland

Performance Accountability

about the wellbeing of
CLIENTS

Of Teams - Providers – Programmes - Agencies – Service Systems

E.g. Clients - services, collectives, government agencies or systems (e.g. health system)

Tip : Narrative examples of population wellbeing/outcomes



Definitions

Population

RESULT / OUTCOME

- A condition of wellbeing for a population (i.e. children, adults, families or communities)

All Tamariki in Hamilton are Born Healthy, Safe Community, New Zealanders are safe and free from alcohol and other drug harm, Economic Prosperity

INDICATOR / BENCHMARK

- Data that quantifies the achievement of a population outcome.

Rate of low-birth weight babies, Road crashes/population, % of population used methamphetamine in the past 12 months (NZHS), Employment rate

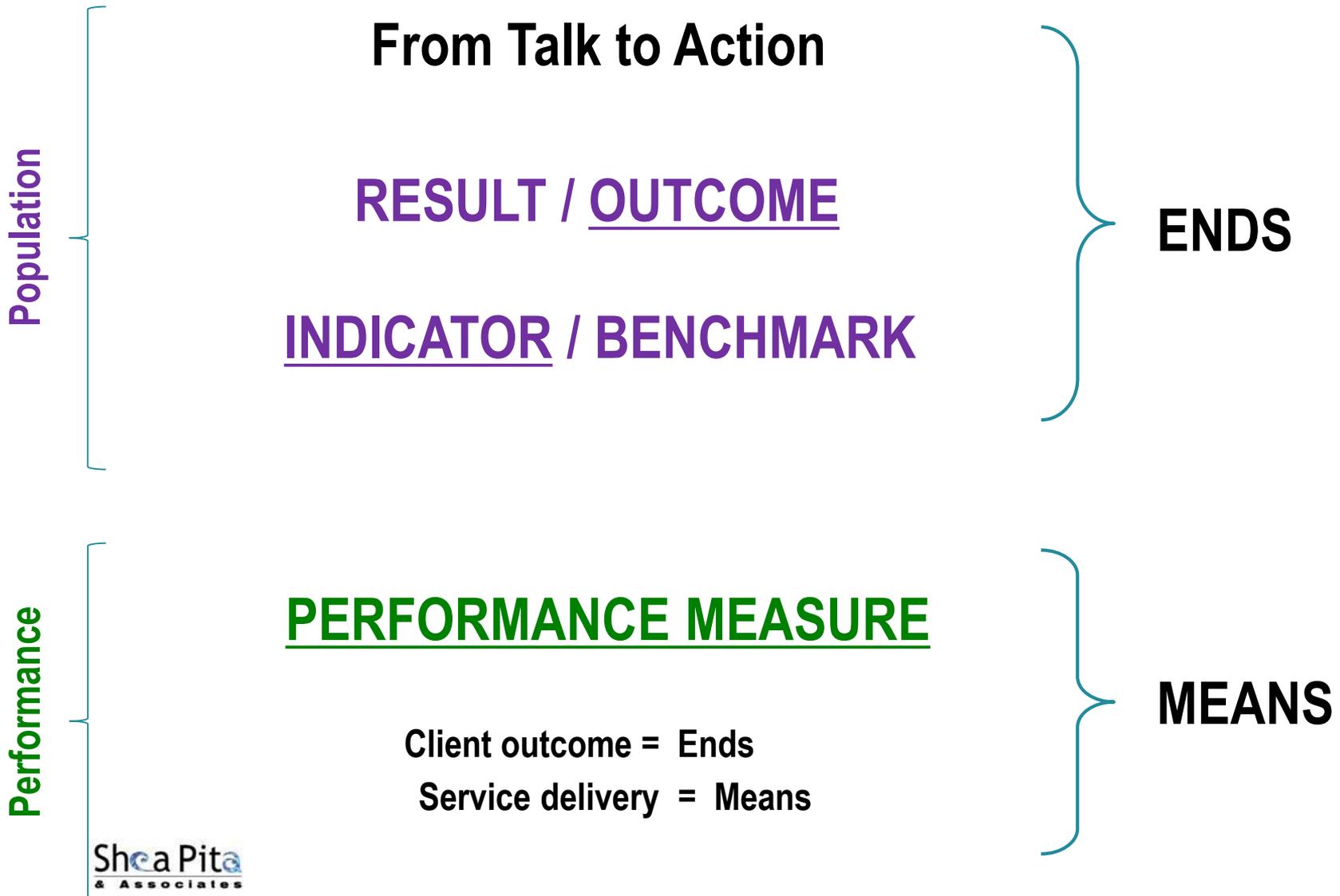
Performance

PERFORMANCE MEASURE

- Data that measures whether a programme, 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? = **Client Outcomes**

From Ends to Means



7 Questions – from talk to action

POPULATION ACCOUNTABILITY

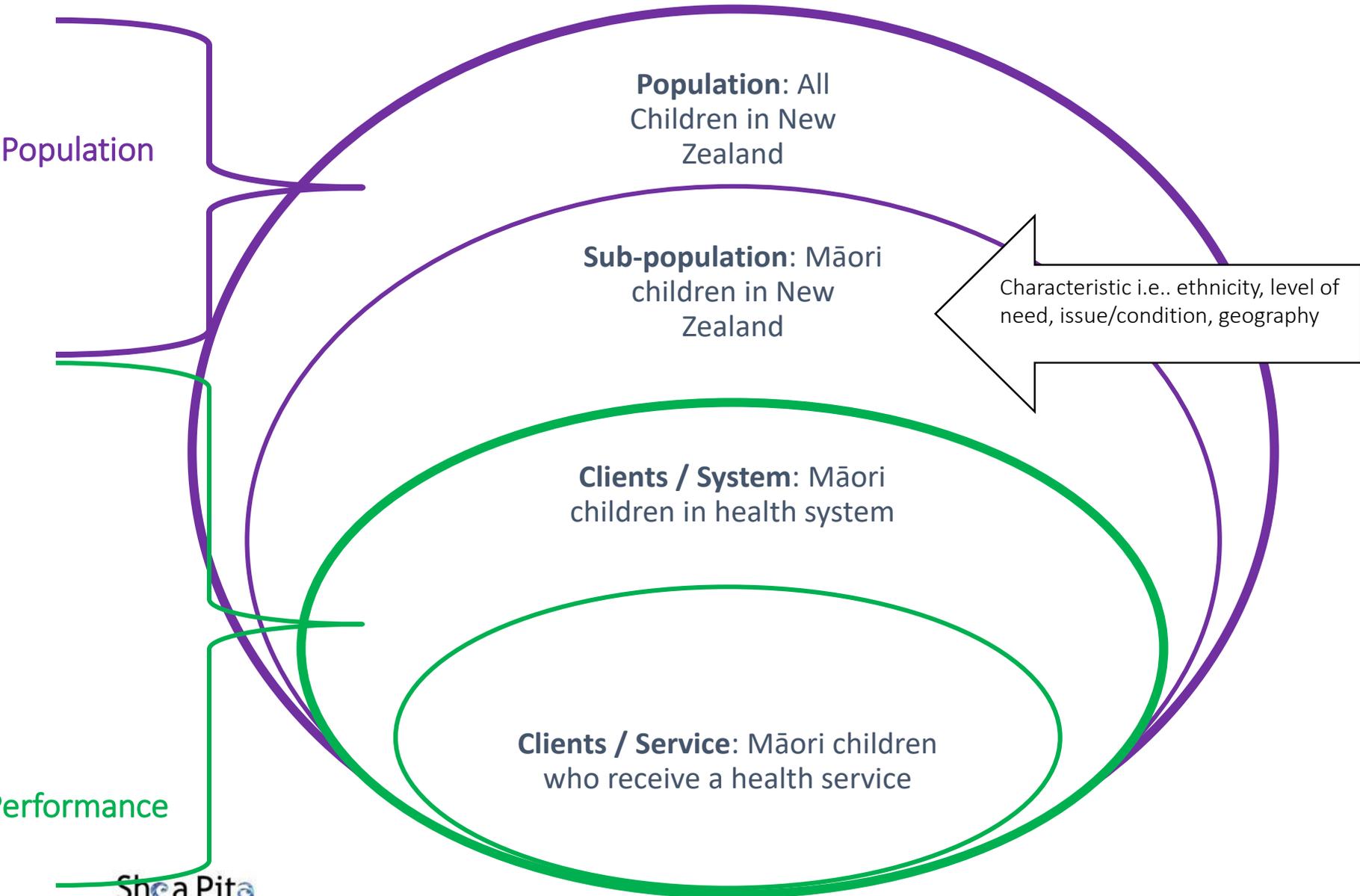
1. What are the quality of life conditions we want for the children, adults and families who live in our community? (Population & Population Outcomes/Results)
2. What would these conditions look like if we could see them? (Experience)
3. How can we measure these conditions? (Population Indicators)
4. How are we doing on the most important of these measures? (Baseline Data and Story)
5. Who are the partners that have a role to play in doing better? (Partners)
6. What works to do better including no- cost and low-cost ideas? (Common sense ideas & research where available)
7. What do we propose to do? (Action Plan)

PERFORMANCE ACCOUNTABILITY

1. Who are our clients? (Client Group/Customers)
2. How can we measure if our clients are better off? (Client Outcomes)
3. How can we measure if we are delivering services well? (Quality Measures)
4. How are we doing on the most important of these measures? (Baseline Data and Story)
5. Who are the partners that have a role to play in doing better? (Partners)
6. What works to do better including no-cost and low cost ideas? (Common sense ideas & research where available)
7. What do we propose to do? (Action Plan)

How Population & Performance Accountabilities Fit Together

From Populations to Clients



THE LINKAGE Between POPULATION and PERFORMANCE

Acknowledgement: Ministry of Health, Peter Kennerley and Team, NGOs and stakeholders involved in design; Adrienne Percy (Streamlined Contracting Lead)

POPULATION ACCOUNTABILITY

NZ'ers are safe and free from alcohol and other drug harm

Ind #1: % NZ'ers used meth in past 12 months

Ind #2: Abstinence rate (Data Shopping List)

POPULATION OUTCOME

PERFORMANCE ACCOUNTABILITY

Adult Methamphetamine Residential Treatment

# clients with relapse prevention plans	% clients with relapse prevention plans
# clients mandated to treatment	% clients mandated to treatment (vs. voluntary)
#/% clients report they have not used in last 4 weeks (BC, S)	
#/% clients report engaged in work, study or caregiving activities in last 4 weeks (BC, S)	

CLIENT OUTCOMES

Contribution relationship

Alignment of measures

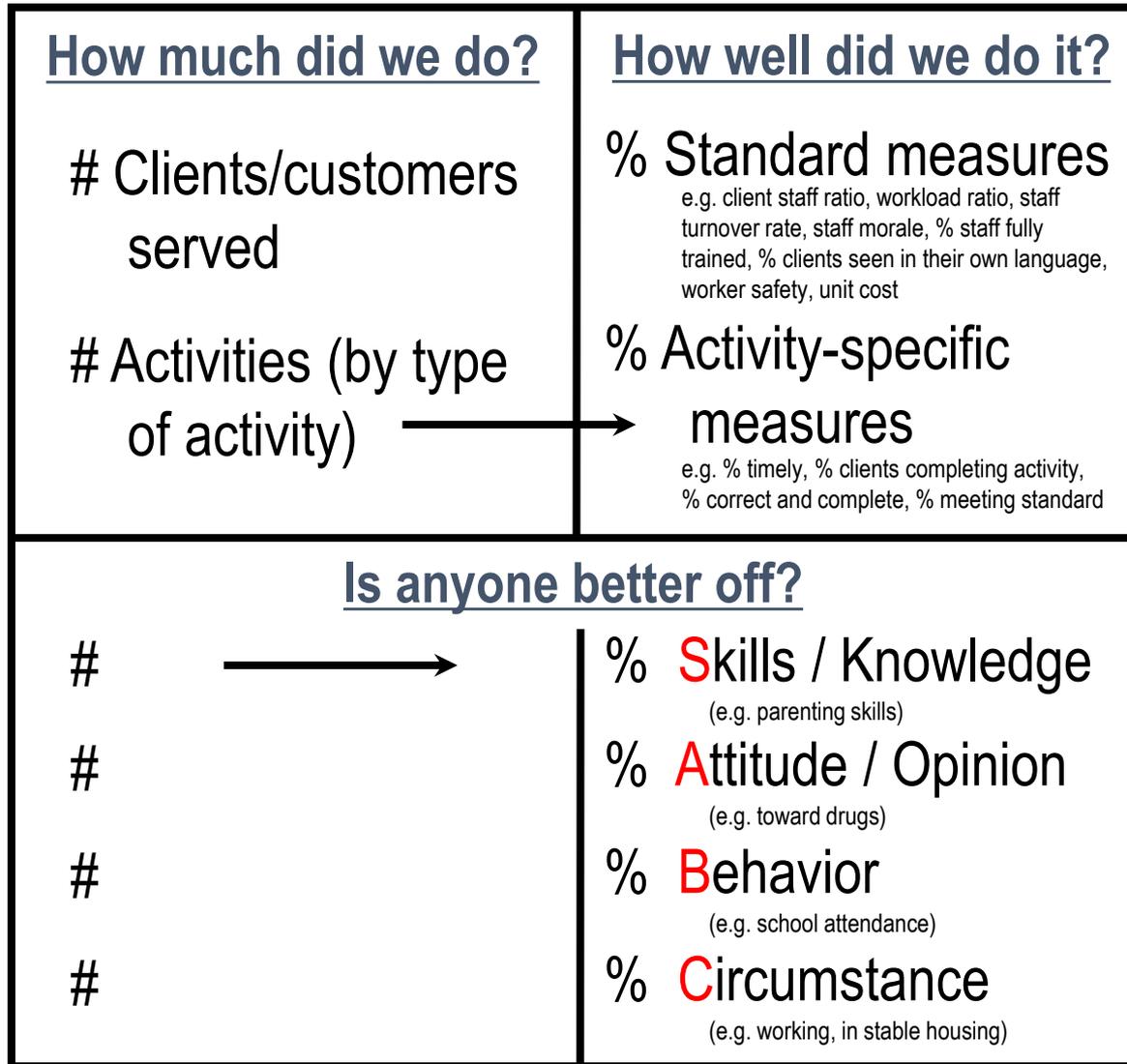
Appropriate responsibility

Programme Performance Measures

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

Types of performance measures found in each quadrant

Your new “best mate” slide



Type of Data Codes:
Subjective vs. Objective

Better Off Codes:
SK = Skills & Knowledge Change
AO = Attitude & Opinion Change
BC = Behaviour Change
CC = Circumstance Change

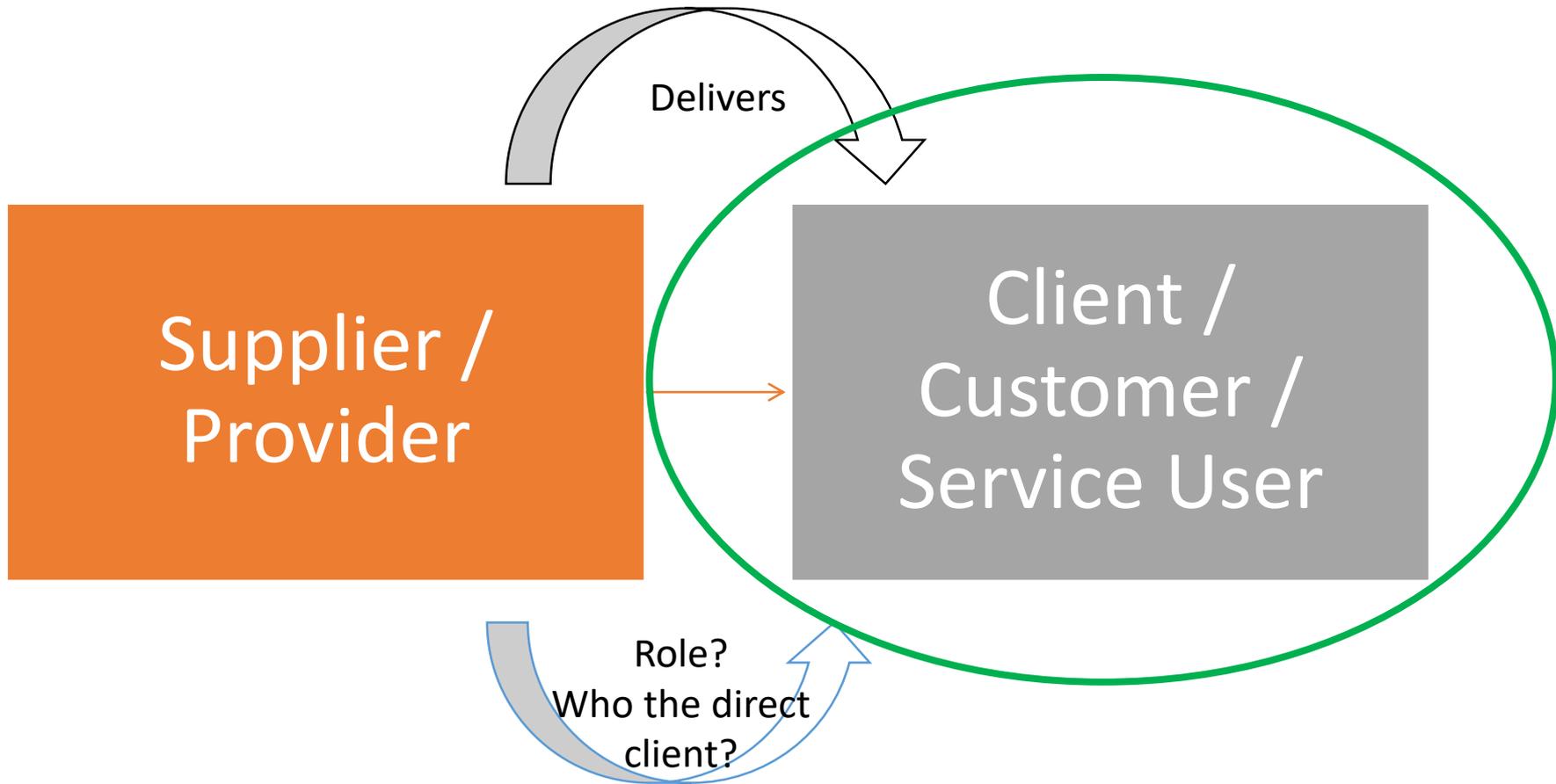
Adult Methamphetamine Residential Treatment

Acknowledgement: Ministry of Health, Peter Kennerley and Team, NGOs and stakeholders involved in design; Adrienne Percy (Streamlined Contracting Lead)

	Quantity	Quality
Effort	<p>How much did we do?</p> <ul style="list-style-type: none"># clients with relapse prevention plans# clients mandated to treatment	<p>How well did we do it?</p> <ul style="list-style-type: none">% clients with relapse prevention plans% clients mandated to treatment (vs. voluntary)
Effect	<p>Is anyone better off?</p> <ul style="list-style-type: none"># clients report they have not used in the past 4 weeks (BC,S)# clients report engaged in work, study or caregiving activities in the past 4 weeks (BC,S)	
		<ul style="list-style-type: none">% clients report they have not used in the past 4 weeks (BC,S)% clients report engaged in work, study or caregiving activities in the past 4 weeks (BC,S)

Client Outcomes Accountability Chain

Who is the direct client? Need to agree before you design or seek to understand existing measures



Quick design exercise

- **Think about a service you are delivering:**
 - Who is or are your most direct clients?
- **Choosing one of those clients, think about how they are ‘better off’ and one of the anticipated “SABCs” that will be delivered via your service**
 - What **skills and knowledge** will the client learn?
 - What **attitude or opinion** change will occur?
 - What **behaviour change** will occur?
 - What **circumstance change** will occur?

Different kinds of progress

1. Data (Quantitative)

a. Population indicators:

Reporting on curves turned: % increase or decrease of the graphed data (e.g. the baseline).

b. Performance measures:

Client group progress and improved service delivery:

How much did we do?

How well did we do it?

Is anyone better off? E.g. Skills/Knowledge, Attitude/Opinion, Behaviour Change, Circumstance Change

2. Accomplishments & Stories (Qualitative)

Other positive activities accomplished, not included above.

Real stories that sit behind the statistics that show how individuals are better off e.g. case studies, vignettes, social media clips.

Clear Impact Software



- Create real-time, interactive scorecards to monitor population results and indicators, and the performance of programs and services like you have never seen before;
- Share templates globally;
- E-report;
- Share scorecards for multi-partner accountability;
- Much more

www.clearimpact.com

Acknowledgements

- ❖ **Mark Friedman**, The Fiscal Policy Studies Institute Santa Fe, New Mexico, author of Results Based Accountability, www.resultsaccountability.com
- ❖ **Ministry of Business, Innovation & Employment (MBIE)**
- ❖ **Ministry of Social Development (MSD)**
- ❖ **Ministry of Health (MOH)**
- ❖ **Ministry of Education (MOE)**
- ❖ **Kaitaia Community, the Programme Action Group and Make It Happen Te Hiku (via MSD)**
- ❖ **Results Leadership Group, USA (www.clearimpact.com)**
- ❖ **Te Kaha o Te Rangatahi Trust (www.tekaha.co.nz)**
- ❖ **Waikato Tainui Tribal Development Unit**
- ❖ **www.moiillusions.com**
- ❖ **Humour - from SPA slides sourced from various internet sites. See SPA for more details – you know you want to 😊.**