



# Who's Responsible?

A look at Accountability for Different Populations and How to Manage It



# Agenda



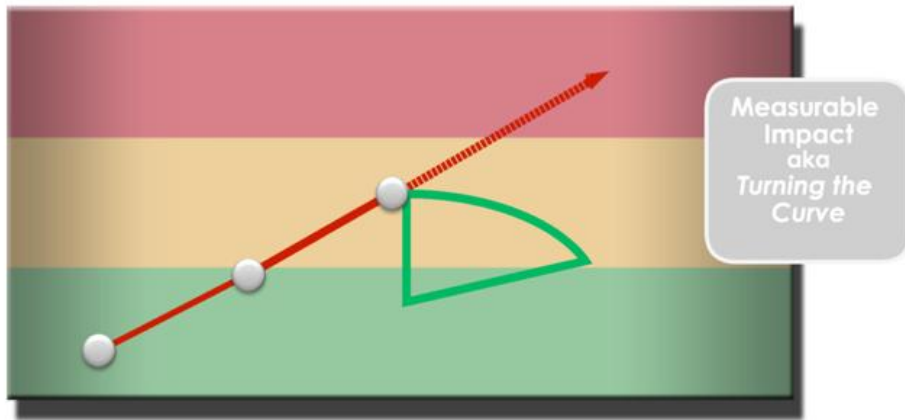
- Overview of RBA
- 2 Populations
- 3 Performance Questions
- 5 Steps for Analysis



# What is RBA?



# Results-Based Accountability™



- **Disciplined** way of thinking
- **Improve quality of life**
- **Improve program performance**
- **Get from talk to action quickly**



# 2 Types of Populations

Should a program be held accountable for an entire population?

## Community Population

- Based on a **Given Group** in a particular **Geographic Location**.
- Identifies what we hope our work will **contribute to improving**.

## Client Population

- Based on the **People we Actually Serve** in the delivery of our **Programs and Services**.
- Showcases how efficiently and effectively we operate.



# 3 Performance Questions

**“All performance measures that have ever existed for any program in the history of the universe can be derived from thinking about quantity and quality of effort and effect.” – Mark Friedman, “Trying Hard is Not Good**

	Quantity	<b>Enough</b>	Quality
Effort	<b>How Much Did We Do?</b>		<b>How Well Did We Do It?</b>
Effect	<b>Is Anyone Better Off (#)?</b>		<b>Is Anyone Better Off (%)?</b>



# 5 Steps for Analysis

1. **Forecasting** – if we do nothing, what is likely to happen to this measure's trend? Are we ok with that?
2. **Story Behind the Curve** – what are the factors that have contributed and restricted improvement in this measure's trend?
3. **Partners** – who are we currently working with and who else can help us in improving this measure's trend?
4. **What Works** – what would work to turn this curve? How do we know?
5. **Action Plan** – what are the steps we are going to take to improve? Who is responsible for each step? By when should it be completed?



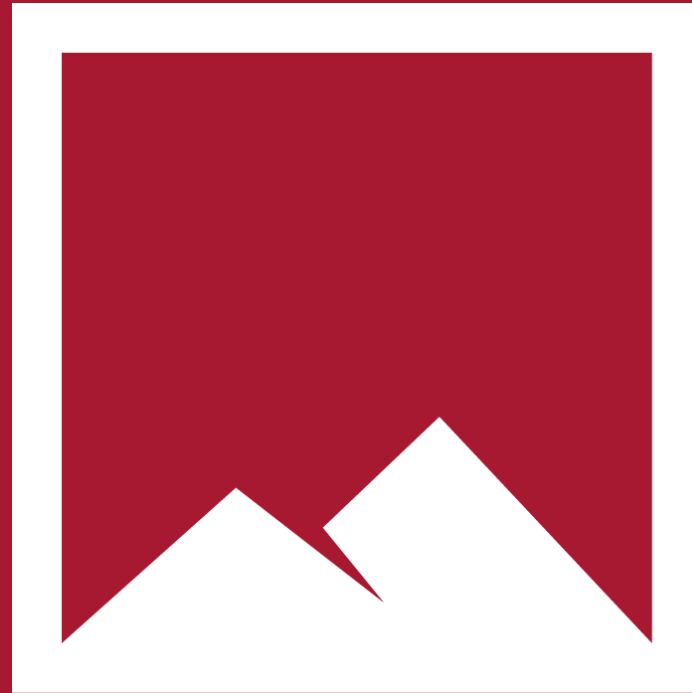


**Example**





# Questions?



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