Results Based Accountability: Seven Critical Questions:

1. Who are our participants/clients? Whose lives are we affecting?

2. How can we measure if our participants/clients are better off?

3. How can we measure if we are delivering services well?

4. How are we doing on the most important of those 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?
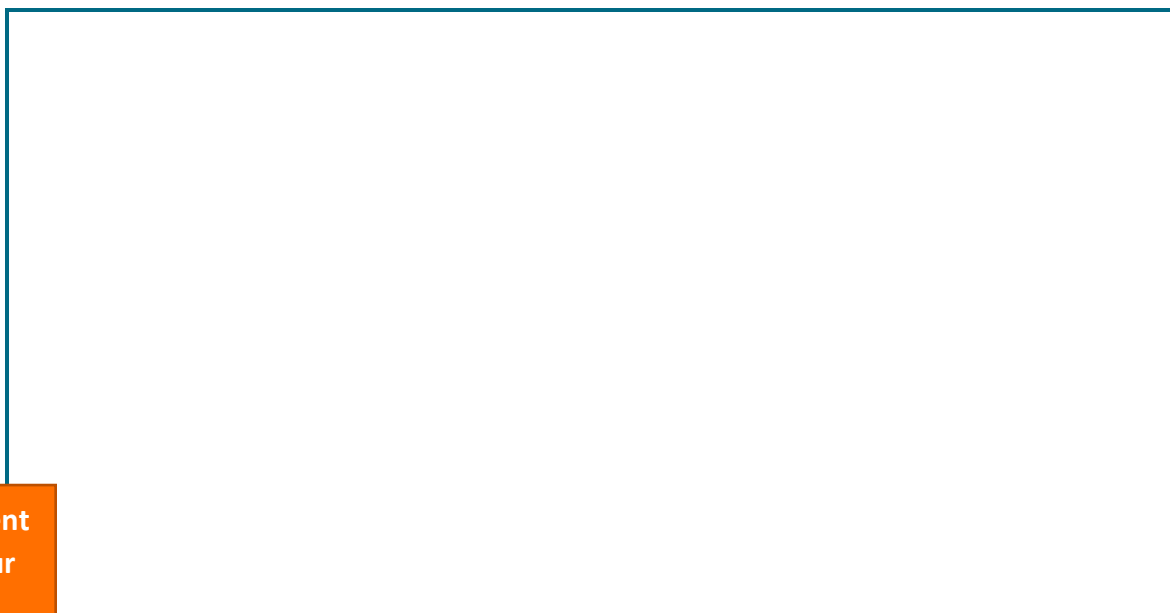
7. What do we propose to do?

Selecting Performance Measures		
	Quantity	**Quality**
Effort	**How much service did we deliver?** *# of clients/customers served* *# of activities (by type of activity)* **LEAST IMPORTANT, MOST CONTROL**	**How well did we deliver it?** *% Common measures* *% Activity-specific measures* **IMPORTANT**
Effect	**Is anyone better off?** **How much change did we produce?** # # # # **Point in Time vs. Point-to-Point Improvement**	**Is anyone better off?** **What quality of change did we produce?** *% **B**ehavior* *% **A**ttitude* *% **C**ircumstance* *% **K**nowledge/**S**kills* **MOST IMPORTANT, LEAST CONTROL** *Partnerships*

Brainstorming Prompts *(What result are we seeking with this program?)*

People experiencing _____ (body, mind, spirit):

- *Can*
- *Will*
- *Are*
- *Recognize*
- *Have*
- *Feel/Believe*
- *Provide*

What is different because of our program?

## Select 3-5 Headline Performance Measures

Use the following criteria when selecting Headline Performance Measures:

- **Communication Power** - Does the information communicate to a broad range of audiences?
- **Importance Power** – Does the information say something of central importance to the result?
- **Data Power** – Is quality data available on a timely basis?

Headline Performance Measures typically come from the "Quality" performance measures rather than the "Quantity" measures.

Turn the Curve Thinking…

Indicator Trend Data
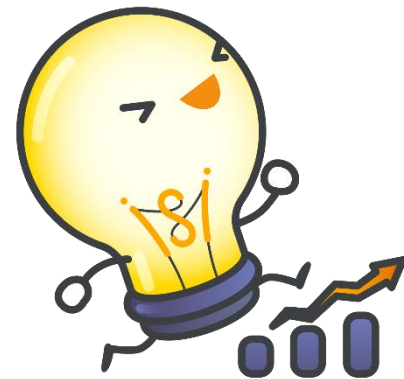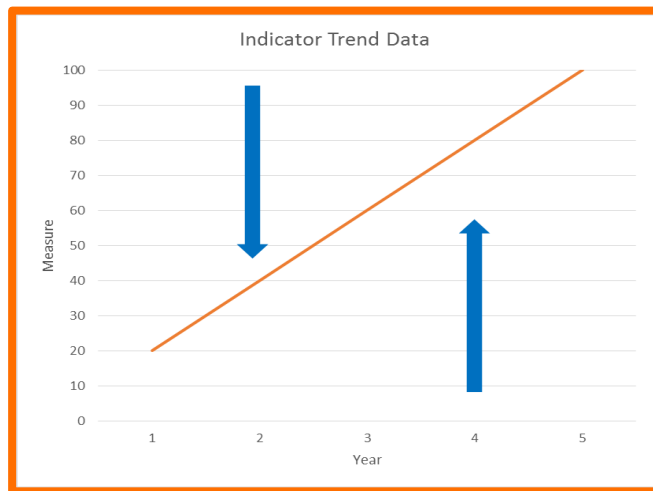
How are we doing on the data?

What's the story behind the curve?

What are the factors pushing up?

What are the factors pushing down?

Who are the partners that have a role to play?

[blank box]

What solutions can address or enhance the factors?

- **Evidence-based practices**
- **Promising practices**
- **Off the wall ideas**
- **No-lost/low-cost solutions**
  - *Systems changes/collaboration with others*
  - *Policy or advocacy*

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What is our action plan to turn the curve? *(Strategies and Solutions)*

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