

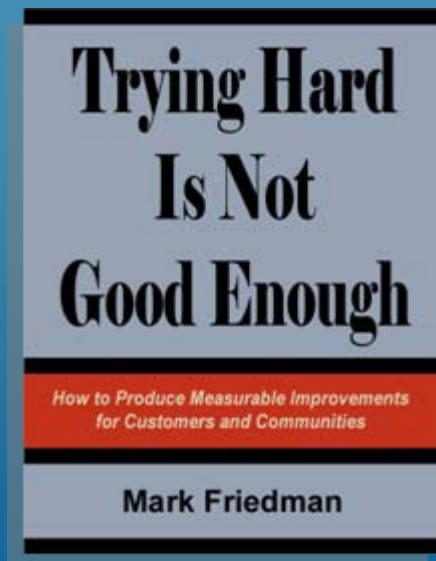


Results-Based Accountability

Capital Workforce Partners

February 26, 2009

Results Accountability Decision-making and Strategic Planning



Fiscal Policy Studies Institute
Santa Fe, New Mexico

WEBSITES

www.resultsaccountability.com

www.raguide.org

www.charteroakgroup.com

BOOK ORDERS

www.trafford.com

www.amazon.com

Results 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

CWP Working Results Statements



- All adults in the region are self-sufficient
- All employers in the region have access to a workforce that meets their needs
- A healthy regional economy
- All young people are prepared for post-secondary education and employment

DEFINITIONS



Population

RESULT

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

Children born healthy, Children succeeding in school,
Safe communities, Clean Environment, Prosperous Economy

INDICATOR

A measure which helps quantify the achievement of a result.

Rate of low-birthweight babies, Rate of high school graduation,
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 Outcomes



Program Performance Measures



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



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>Is anyone better off?</p> <table border="1"><tr><td>Number of high school graduates</td><td>Percent of high school graduates</td></tr></table>		Number of high school graduates	Percent of high school graduates
Number of high school graduates	Percent of high school graduates			



THE LINKAGE Between POPULATION and PERFORMANCE



POPULATION ACCOUNTABILITY

Healthy Births

Rate of low birth-weight babies

Stable Families

Rate of child abuse and neglect

Children Succeeding in School

Percent graduating from high school on time

POPULATION
RESULTS

Contribution
relationship

PERFORMANCE ACCOUNTABILITY

Child Welfare Program

# Foster Children Served	% with Multiple Placements
# Repeat Abuse/Neglect	% Repeat Abuse/Neglect CUSTOMER Outcomes

Alignment
of measures

Appropriate
responsibility

CWP Model Components



- Results
 - Indicators
- Strategies (Board Goals)
 - Plan Implementation Measures
 - Cross-Program Measures
- Managerial Objectives
 - Operational Targets
- Services/Activities
 - Program Measures

Thank You



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