



Results Based Accountability(TM) and Leadership Program for NC System of Care Redline Investors

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A Health Equity Program

Redline Investors

Purpose

- Build the capacity of North Carolina System of Care supervisors, coordinators and family leads to measure and improve outcomes
- Identify and share the story of the collaborative work and the work of individual partners to improve the system of care
- Build collaborative and inclusive leadership skills that advance health equity and amplify the voice of individuals with the lived experience
- understand and apply data-driven decision making to support and sustain improved health outcomes
- Empower local community collaboratives

Results Based Accountability and Leadership Program



Results Based Accountability Training

Health Equity Implementation

Leadership Development

Technical Assistance

Network Leadership

Transformational Leadership Coaching

Trying Hard Is Not Good Enough

*How to Produce Measurable Improvements
for Customers and Communities*

Mark Friedman

Fiscal Policy Studies Institute

Mark Friedman

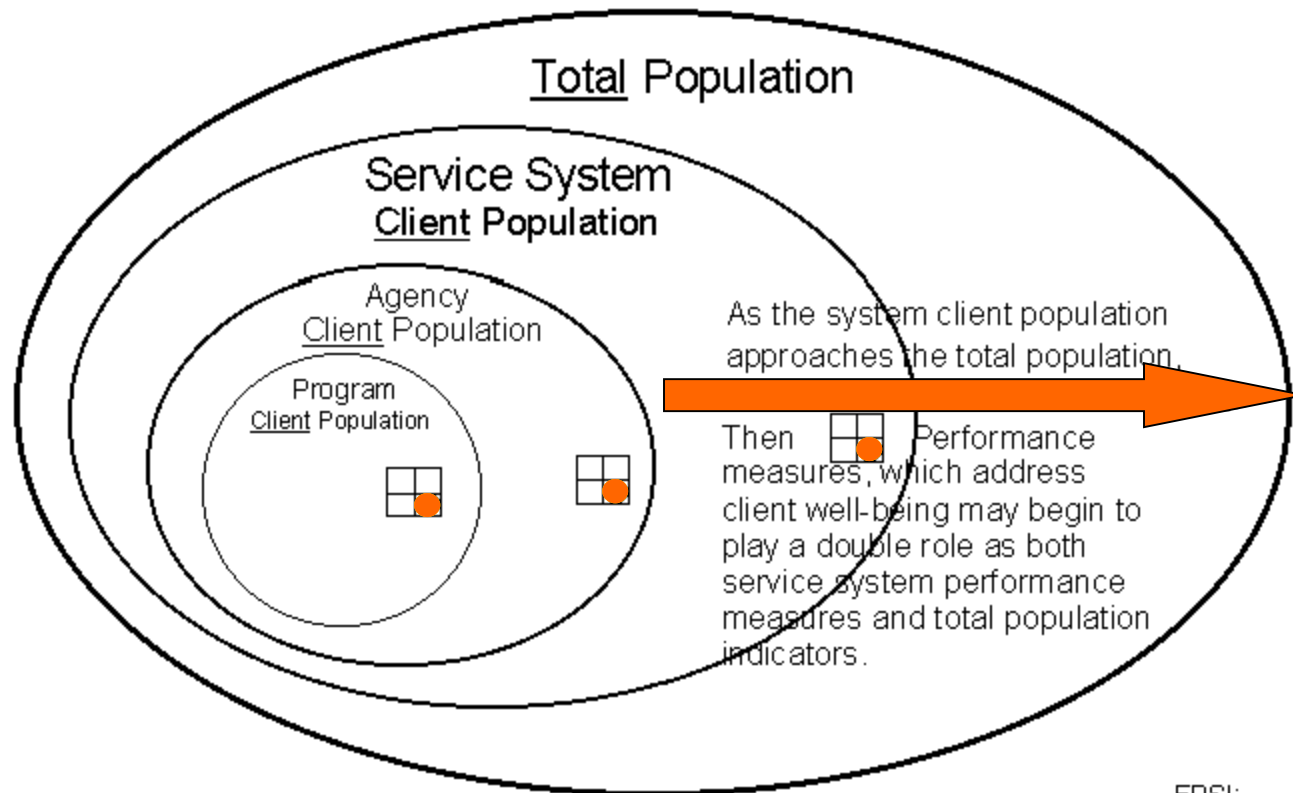
Turning Curves

An Accountability Companion Reader

Mark Friedman

Based on the Results-Based Accountability(TM) as presented in the book *Trying Hard Is Not Good Enough*

An Advanced View of the Relationship Between Indicators and Performance Measures



Health Equity Implementation

Health Equity: A Definition

- Health equity means that everyone has a fair and just opportunity to be as healthy as possible
- This requires removing obstacles to health, such as poverty, discrimination and their consequences, including:
 - powerlessness
 - lack of access to good jobs with fair pay,
 - quality education and housing
 - safe environments
 - healthcare
- For the purposes of measurement, health equity means reducing and ultimately eliminating disparities in health and its determinants that adversely affect excluded or marginalized groups

What is Health Equity? And What Difference Does a Definition Make? (Robert Wood Johnson Foundation, 2017)

Nothing About Us Without Us

Seven Principles for Leadership and Inclusion of People

- Bring the perspective of our lived experience to the forefront
- Include people with lived experience at all levels of the organizations
- Value our time and provide adequate supports
- Challenge stigma, confront oppression and promote dignity
- Recognize our expertise and engage us in decision-making
- Work together towards our equitable representation
- Build authentic relationships between people with and without lived experience

Seven Principles of Leadership and Inclusion of People
with Lived Experience of Homelessness
(Lived Experience Advisory Council, Vancouver, Canada)
<http://www.homelesshub.ca/sites/default/files/LEAC-7principles-final.pdf>

Network Leadership Approach

A Network Approach requires many people who see themselves as leaders

- Willing and able to reach out to others
- Take the initiative (with others) to organize exploratory projects
- Work together in new ways (to achieve results)

*It is not just what we do
but how and with whom we act and interact
that brings transformation.*



What's Next?

Co-design with SOC Networks for Phase 1

- SOC Coordinators, Supervisors
- Family Leads: Individuals with the Lived Experience
- Regional / Local representation

Examples of Outcomes through data driven decision-making in NC System of Care

- System of Care examples (collaboratives, networks)
- Community Examples (whole populations)
- Regional Examples (network weaving examples)

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Special Thanks to Redline Investors

