



Results Based Accountability(TM)

adapted from *Trying Hard Is Not Good Enough* by Mark Friedman

Results Based Accountability (RBA) is the core methodology used for continuous improvement applying data-driven decision-making to the work of organizations, systems and communities.

What is RBA?

- RBA is a disciplined way of thinking and taking action that can be used to improve the quality of life in communities, cities, counties, states and nations.
- RBA can also be used to improve the performance of programs, agencies and service systems.

How does it work?

RBA starts with the (desired) end results and works backward, step-by-step, to the means by which the results will be achieved.

- In communities, the end result is the condition of well-being for children, adults and families and the community as a whole (e.g. Healthy North Carolinians, Youth are Successful in School).
- For programs, agencies and services systems, the end result is how clients are better off when the program works the way it should (e.g. the percent of job training clients who get a living wage job).

What are the basics of RBA?

Mark Friedman call this, "RBA in a nutshell" 2-3-7

2 Types of Accountability plus language discipline

- Population Accountability - Community Results and Indicators
- Performance Accountability - Performance measures

3 Kinds of Performance Measures

- How much did we do?
- How well did we do it? (service delivery)
- Is anyone better off? (client outcomes)

7 questions from end to means (in less than an hour)

- Turn the Curve Thinking
- Continuous Improvement for programs, organizations and communities

What are the benefits of applying RBA?

- Communities collaborations align collective impact efforts to achieve measurable results
- Service Systems members align their efforts toward improved outcomes for all clients
- Organizations have headline performance measures with a performance improvement framework that can be applied for planning, management and budgeting as a single system.

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