

What is RBA? ~ Results-Based Accountability[™] was developed by Mark Friedman. It is a disciplined way of thinking and taking action that organizations can use to:

1. **IMPROVE** the lives of people
AND
2. **IMPROVE** the performance of programs or services.



Performance Accountability ~ RBA asks three simple questions:

- How **much** did we do?
- How **well** did we do it?
- Is anyone **better off**?



Why use RBA? ~ RBA improves the lives of people and the performance of programs because RBA:

- Gets from talk to action **quickly**
- Is a **simple**, common sense process
- Helps groups to **challenge assumptions** that can be barriers to innovation
- Builds **collaboration** and **consensus**
- Uses data and transparency to ensure **accountability**

keep it simple

RBA Language ~ Results-Based Accountability™

Population Outcomes are conditions of well-being for entire populations — children, adults, families or communities, stated in plain language. They are not about programs or agencies. Examples of Vermont population outcomes include:



- **Vermonters are Healthy.**
- **Elders and People with Disabilities and mental conditions live with dignity and independence in the setting they prefer.**

Indicators are measures that help quantify the achievement of a population outcome. They answer the question “How would we recognize these results in measurable terms if we fell over them?” Examples of Vermont Indicators include:



- **% of Vermonters age 65 and older who drink alcohol at a level of risk**
- **# of fall-related deaths per 100,000 adults age 65 and older**

Performance Measures are measures of how well programs and agencies are working. The most important performance measures tell us whether the consumers of services are better off. Examples of Adult Services Division performance measures include:



- **The # of people enrolled in Choices for Care community-based setting.**
(How many?)
- **The % of clinical eligibility determinations completed within 30 days** *(How well?)*
- **The % of people that say personal care always or usually meets their needs** *(Better off?)*