

# DATA & ACCOUNTABILITY 101

## Using Results Based Accountability

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### PURPOSE

Use Results Based Accountability (RBA) to establish a common approach to supporting and monitoring the implementation of the *MHSA Two-Year Plan* for FY 2024-25 and 2025-26.

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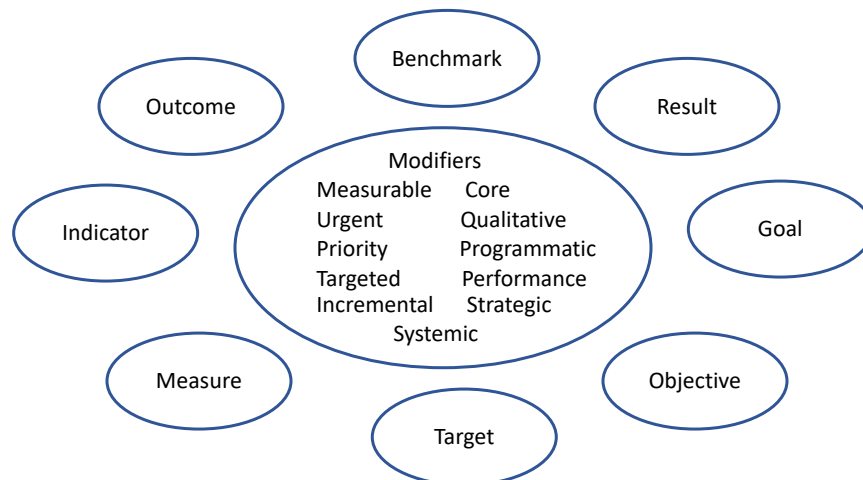
## LEARNING OUTCOMES

1. Define the problem RBA aims to address and the solution it proposes.
2. Distinguish key concepts in the RBA framework.
3. Explore ways that RBA can help with monitoring the implementation of the MHSa Plan.

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## THE LANGUAGE TRAP

Too many terms. Too few definitions. Too little discipline.



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## PROBLEM

- Lack a common language for transparency & accountability for complex systems with diverse stakeholders.
- Lack information and data on results, contributing to decreased public trust.
- Evaluation research, a sub-field of applied social sciences, can be very technical & difficult to access by many stakeholders.

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## RBA: DISCIPLINED APPROACH

A common-sense and disciplined way of thinking and taking action to improve:

- The quality of life in communities, cities, and counties.
- The performance of programs, agencies, and service systems.

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## RBA: FOCUSED ON RESULTS

RBA starts with the **ENDS** and works backwards to identify the **MEANS** to achieve the ends.

- **ENDS** refer to the **CONDITIONS OF WELL-BEING** (or RESULTS or OUTCOMES) we want for POPULATIONS or PROGRAM PARTICIPANTS.
- **MEANS** refer to the **STRATEGIES** or **PROGRAMS, SERVICES, or INTERVENTIONS** to help achieve these **ENDS**.

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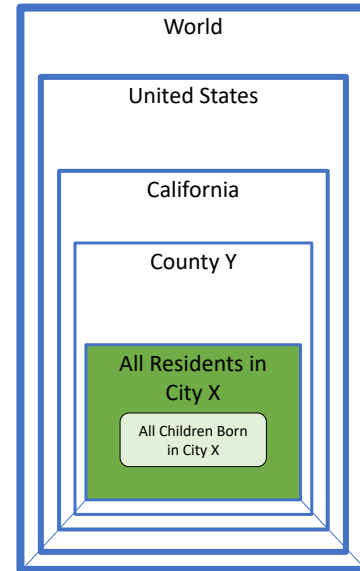
## RBA: UTILITY

- Enables diverse stakeholders to have a **COMMON-SENSE FRAMEWORK** of results, activities, and resources;
- Provides system administrators a **COMMON LANGUAGE** to convey performance data to diverse stakeholders; and
- Gives stakeholders a framework to **MONITOR AND HOLD SYSTEMS ACCOUNTABLE** for results.

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## POPULATION RESULT

- Condition of well-being for a **POPULATION** within a geographic area.
- **RESULT:** *All babies are born healthy in City X.*



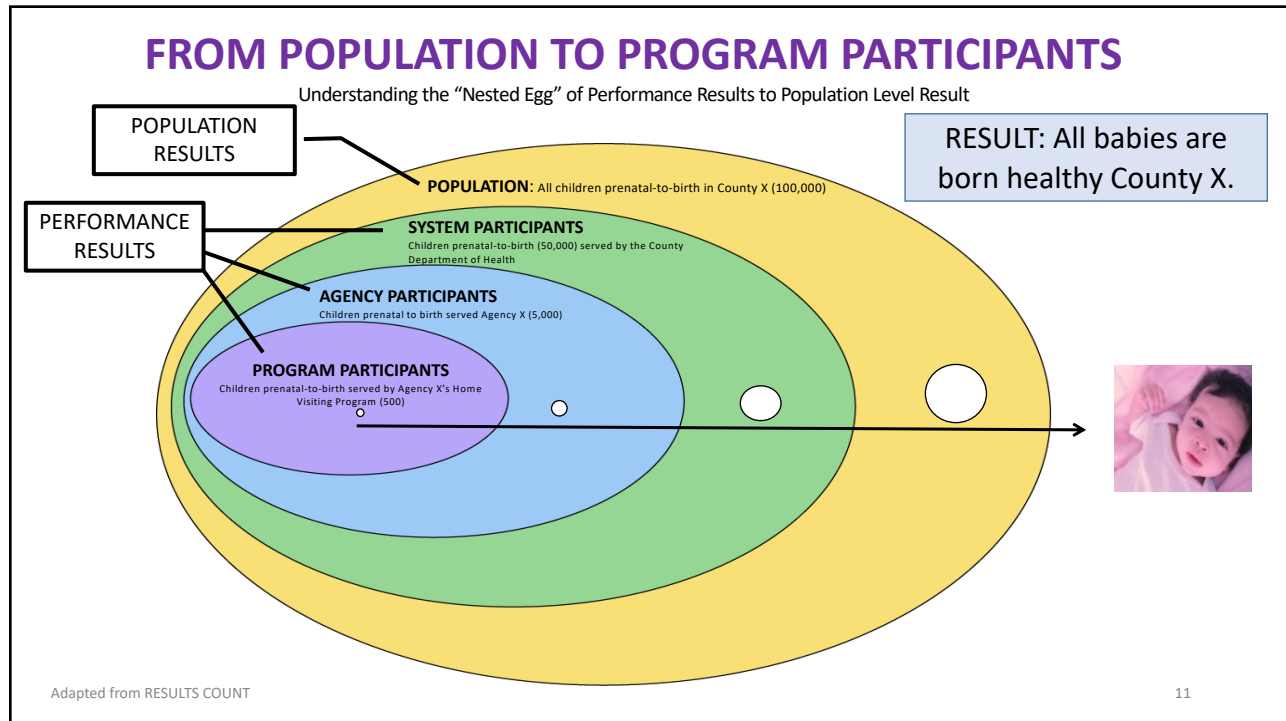
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## PERFORMANCE RESULT

Condition(s) of well-being for **PARTICIPANTS** of a program, agency, and/or system(s).

- **RESULT:** *All pregnant persons participating in Program X deliver a healthy baby.*

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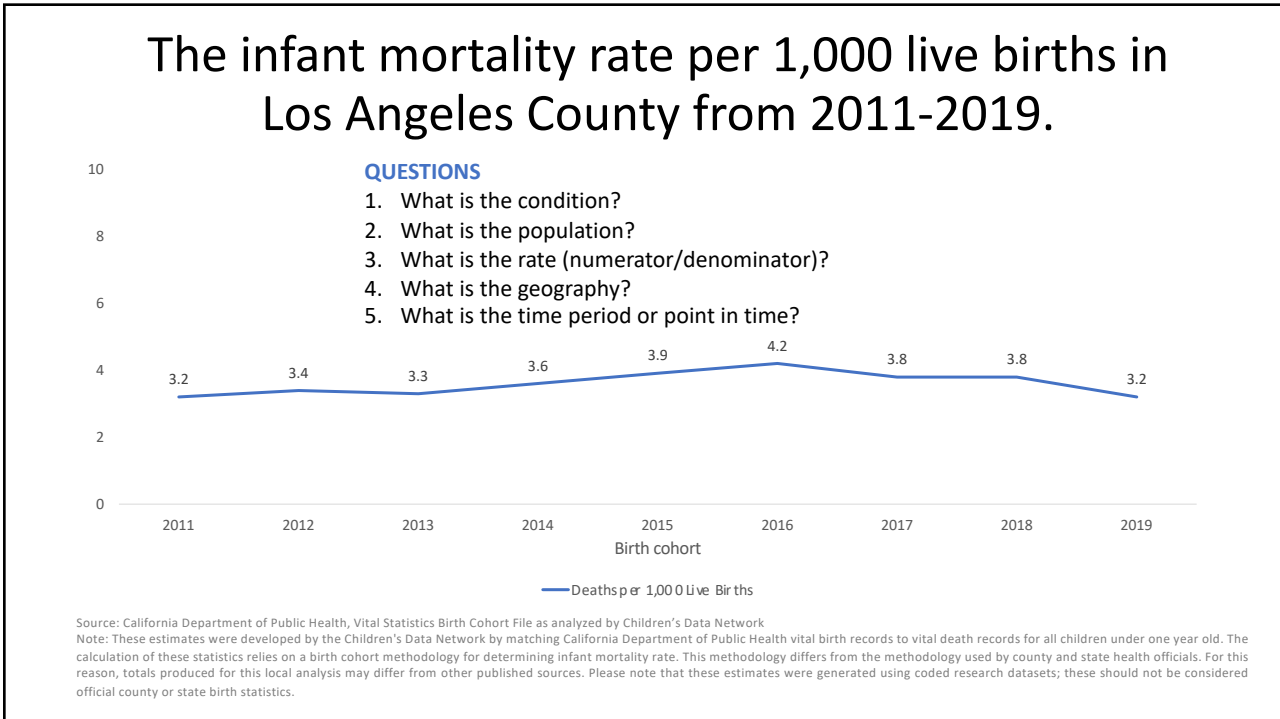
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## POPULATION RESULT: INDICATOR

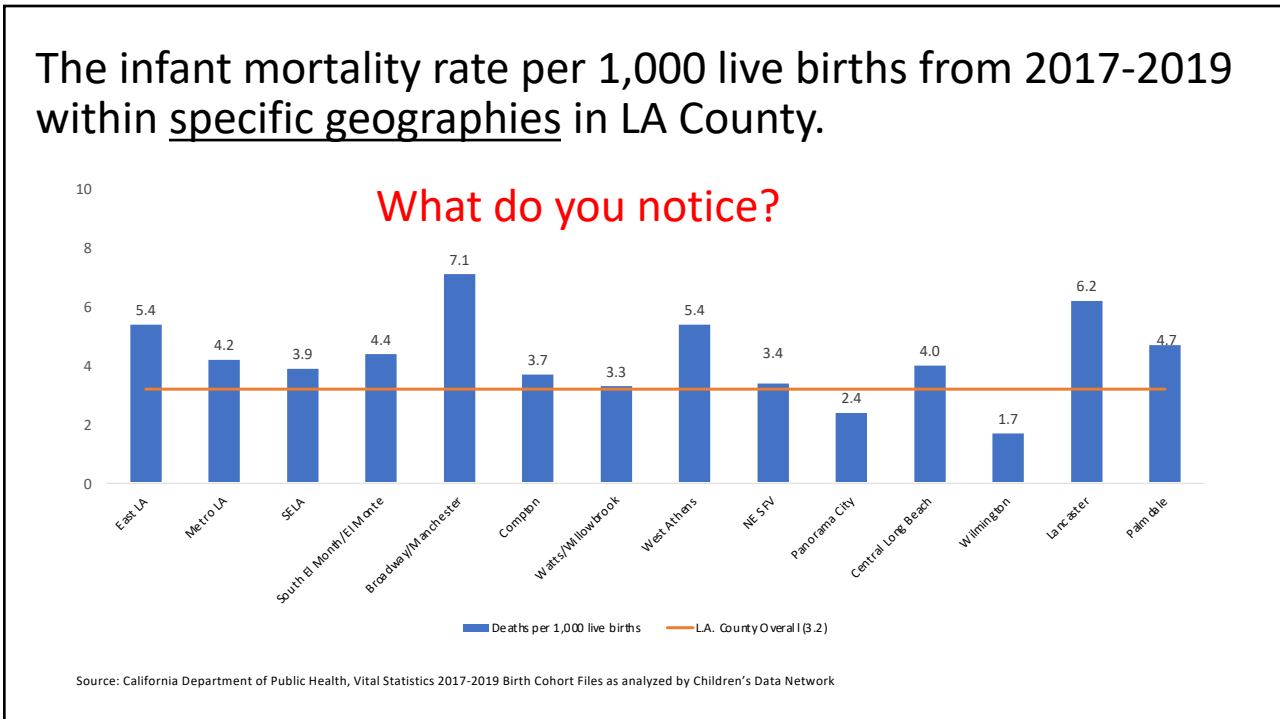
A **DATA POINT** that enables us to quantify and thereby **TRACK** the extent to which we are achieving a population result. A data point concretely names:

- A condition of well-being
- A population (or sub-population)
- A number and/or rate
- A geography
- A point in time or time period

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## PERFORMANCE RESULT: MEASURE

Like a population indicator, a **PERFORMANCE MEASURE** is also concrete **DATA POINT**.

A data point concretely names:

- A condition of well-being
- A population (or sub-population)
- A number and/or rate
- A geography
- A point in time or time period

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## PERFORMANCE RESULT: MEASURE

However, unlike a population indicator, **PERFORMANCE MEASURES** focus on two interconnected areas related to people receiving a service:

- **EFFORTS**: The activities and resources linked to a program, service, or intervention, or agency, or system
- **EFFECTS**: The outcomes resulting from the activities and resources linked to a program, service, or intervention, or agency, or system.

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# PERFORMANCE RESULTS: MEASURES

## - ILLUSTRATION PURPOSES ONLY -

- **TARGET GROUP:** People with a prior felony who experience barriers obtaining a job and housing subsidies.
- **INTERVENTION:** A program that offers legal representation for record expungement and case management to support with applying for jobs and housing subsidies.

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# PERFORMANCE RESULT(S): MEASURES

<b>PROGRAM PARTICIPANTS</b>	People with a prior felony who experience barriers obtaining a job and housing subsidies.
<b>INTERVENTION</b>	Legal representation for record expungement and case management.

## EFFORTS [Activities/Resources/Outputs]

## EFFECTS [Results/Outcomes]

### 1. How much did we do? [Quantity]

- a. In FY 22-23, held 11 workshops & informed 789 participants about expungement & available legal services and case management.
- b. In FY 22-23, provided legal representation and case management to 225 individuals to expunge records and support applications for jobs and housing subsidies.

### 2. How well did we do it? [Quality]

- a. Completed 11 of 12 (92%) workshops and reached 789 of 1000 (79%) participants with felony records.
- b. Provided legal representation and case management to 225 of 200 (112.5%) on expungement and applications for jobs and housing subsidies.

### 3. Is anyone better off?

- a. Within 12 months of the record expungement, 80% of the 225 individuals accessed housing subsidies they were not eligible for prior to expungement.
- b. Within 12 months of the record expungement, 70% of the 225 individuals reported not experiencing problems with job application process.

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	QUANTITY	QUALITY
<b>EFFORT:</b> <i>OUTPUTS</i>	<b>HOW MUCH DID WE DO?</b> <b># PEOPLE SERVED</b> <ul style="list-style-type: none"> <li>• Students</li> <li>• Parents</li> <li>• Teachers</li> <li>• Classified</li> <li>• Principals</li> </ul> <b># ACTIVITIES</b> (by type of activity) <ul style="list-style-type: none"> <li>• Classes</li> <li>• Workshops</li> <li>• Trainings</li> <li>• Etc.</li> </ul>	<b>HOW WELL DID WE DO IT?</b> <b>% COMMON MEASURES</b> <ul style="list-style-type: none"> <li>• Workload ratio</li> <li>• Response time</li> <li>• Staff turnover rates</li> <li>• % of staff fully trained</li> <li>• Unit cost</li> </ul> <b>% ACTIVITY-SPECIFIC MEASURES</b> <ul style="list-style-type: none"> <li>• % people completing classes</li> <li>• % people completing assignments</li> <li>• Etc.</li> </ul>
	<b>IS ANYONE BETTER OFF?</b>	
<b>EFFECT:</b> <i>RESULTS</i> <i>(OUTCOMES)</i>	<ul style="list-style-type: none"> <li>• # Skills/Knowledge</li> <li>• # Attitude/Opinion</li> <li>• # Behavior/Practice</li> <li>• # Circumstance</li> </ul>	<ul style="list-style-type: none"> <li>• % Skills/Knowledge</li> <li>• % Attitude/Opinion</li> <li>• % Behavior/Practice</li> <li>• % Circumstance</li> </ul>

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## PERFORMANCE RESULTS

### CAUSE-EFFECT RELATIONSHIP

**EFFORTS**

[Activities/Outputs]

**CAUSE**

**EFFECTS**

[Results/Outcomes]

**1. How much did we do?** [Quantity]

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**QUESTION:** Is it reasonable to expect that one program, agency, or system will **CAUSE** a change on a POPULATION-LEVEL INDICATOR?

**PERFORMANCE RESULTS**

**PROGRAM**

Kinder Readiness program serving 150 four-and-five-year-old children with 90% (n=135) achieving kinder readiness

**POPULATION RESULT**

**CITY X**

POPULATION: All 5-year-old children in City X is 2500.

RESULT: All entering kindergarten students are ready for school.

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**POPULATION RESULTS**

*ALIGNED CONTRIBUTION*

**QUESTION:** What if these agencies and systems promoted kinder readiness for children 1-4 years old?

**PERFORMANCE RESULTS**

AGENCIES & SYSTEMS	CONCRETE ORGANIZED ACTIVITIES TO ACHIEVE OUTCOMES	# CHILDREN 5 YEARS OLD
Nonprofits	Arts, Recreation, Business, Educational, Health (Hospitals, Clinics), Faith-Based, Childcare, etc.	500
For Profits	Arts, Sports Clubs, Business, Educational, Health (Hospitals, Clinics), Childcare, etc.	600
School District	Preschool Programs	1,000
City	Parks, Leagues, Library, etc.	500
County	Health, Mental Health, WIC, Child Welfare, Probation, Social Services, etc.	750
<b>TOTAL UNDUPLICATED</b>		2100

**POPULATION RESULT**

**CITY X**

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