



Waccamaw

Community Foundation

The Reporting Workshop:
Results Based Accountability



Grounding Definitions

- Result or Outcome
 - A condition of well-being for children, adults, families or communities
- Indicator or Benchmark
 - A measure which helps quantify the achievement of a result
- Performance Measure
 - A measure of how well a program, agency or service is working

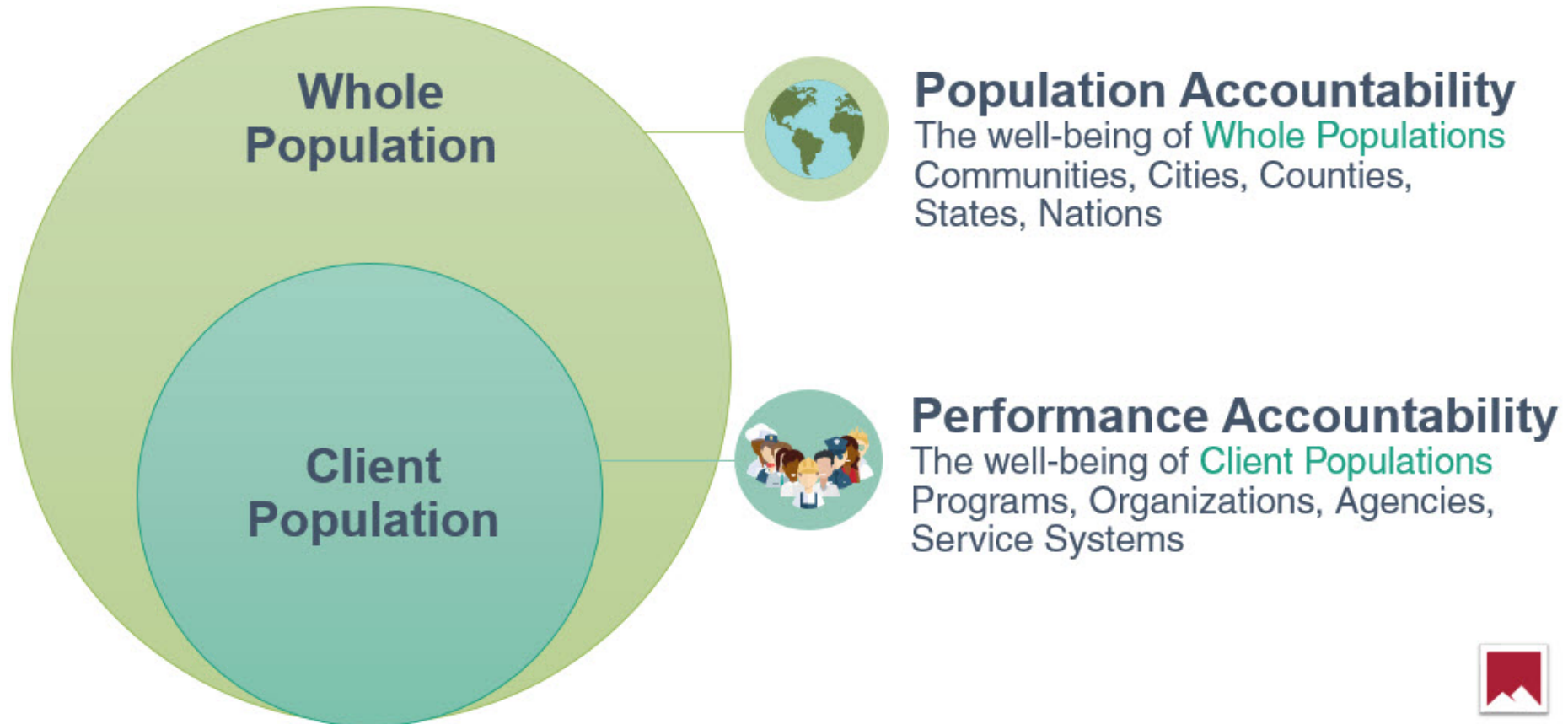
IS IT RESULT, INDICATOR OR PERFORMANCE MEASURE?

1. Safe Community **RESULT**
2. Crime Rate **INDICATOR**
3. Average Police Dept response time **PERF. MEASURE**
4. An educated workforce **RESULT**
5. Adult literacy rate **INDICATOR**
6. People have living wage jobs and income **RESULT**
7. % of people with living wage jobs and income **INDICATOR**
8. % of participants in job training who get living wage jobs **PERF. MEASURE**

What is Results-Based Accountability?

- Common sense framework that everyone can understand.
- Distinguishes population versus performance results.
- RBA starts with ends and works backward, towards means.
- Can be used at Community, Agency, Strategy, or Program level.
- Uses data and transparency to ensure accountability for both the well-being of people and the performance of programs.

Population vs. Performance





Performance and RBA

- Organizations and programs can only be held accountable for the customers they serve.
- RBA helps organizations identify the role they play in community-wide impact.
- These performance measures also look at the quality and efficiency of these services.

TURN THE CURVE THINKING

- The focus *must* be on the desired end state.
- We shouldn't confuse a program (means) with an end state.

Ends

Access to health and wellness

Increase in preventative care

Healthier population

Means

Create NPO health insurance company

Develop menu of insurance offerings for age, income

Sign up new clients, keep existing clients

THE RBA FRAMEWORK

	QUANTITY	QUALITY
EFFORT	<u>What did we do?</u> How much service did we deliver?	<u>How well did we do it?</u> How well did we deliver service?
	<u>Is anyone better off (#)</u> How much change for the better did we produce?	<u>Is anyone better off (%)</u> What quality of change for the better did we produce?

TURN THE CURVE THINKING

John's Jobs is a job training program for citizens transitioning from incarceration. Their mission is to provide previously incarcerated citizens with the skills needed to achieve gainful employment.

Using the RBA Framework's tenant questions as guidelines, what might they use as their metrics?

A FRAMEWORK FOR ACHIEVING RESULTS

How much did we do?

- # of clients served
- # of activities
- # of hours of training provided

How well did we do it?

- #/% of clients obtaining certification
- #/% who completed all activities

Is anyone better off?

How many are better off?

- # Placed in jobs
- # skills/knowledge gained
- # Attitude/opinion change
- # Behavior/Circumstance bettered

How are they better off?

- % in jobs over six months
- % skills/knowledge gained
- % Attitude/opinion changed
- % Behavior/Circumstance bettered

Activity

	QUANTITY	QUALITY
	<u>What did we do?</u>	<u>How well did we do it?</u>
EFFORT	How much service did we deliver?	How well did we deliver service?
	<u>Is anyone better off (#)</u>	<u>Is anyone better off (%)</u>
EFFECT	How much change for the better did we produce?	What quality of change for the better did we produce?

1. Identify the ends (goal) of the application you have.
2. Make note of the means (programmatic) of that application.
3. Identify the metrics you could use to produce an RBA output.



WCF's Goals

- Grantee capacity building
- Discovering data trends
- Standardized reporting
- Discovering our own impact

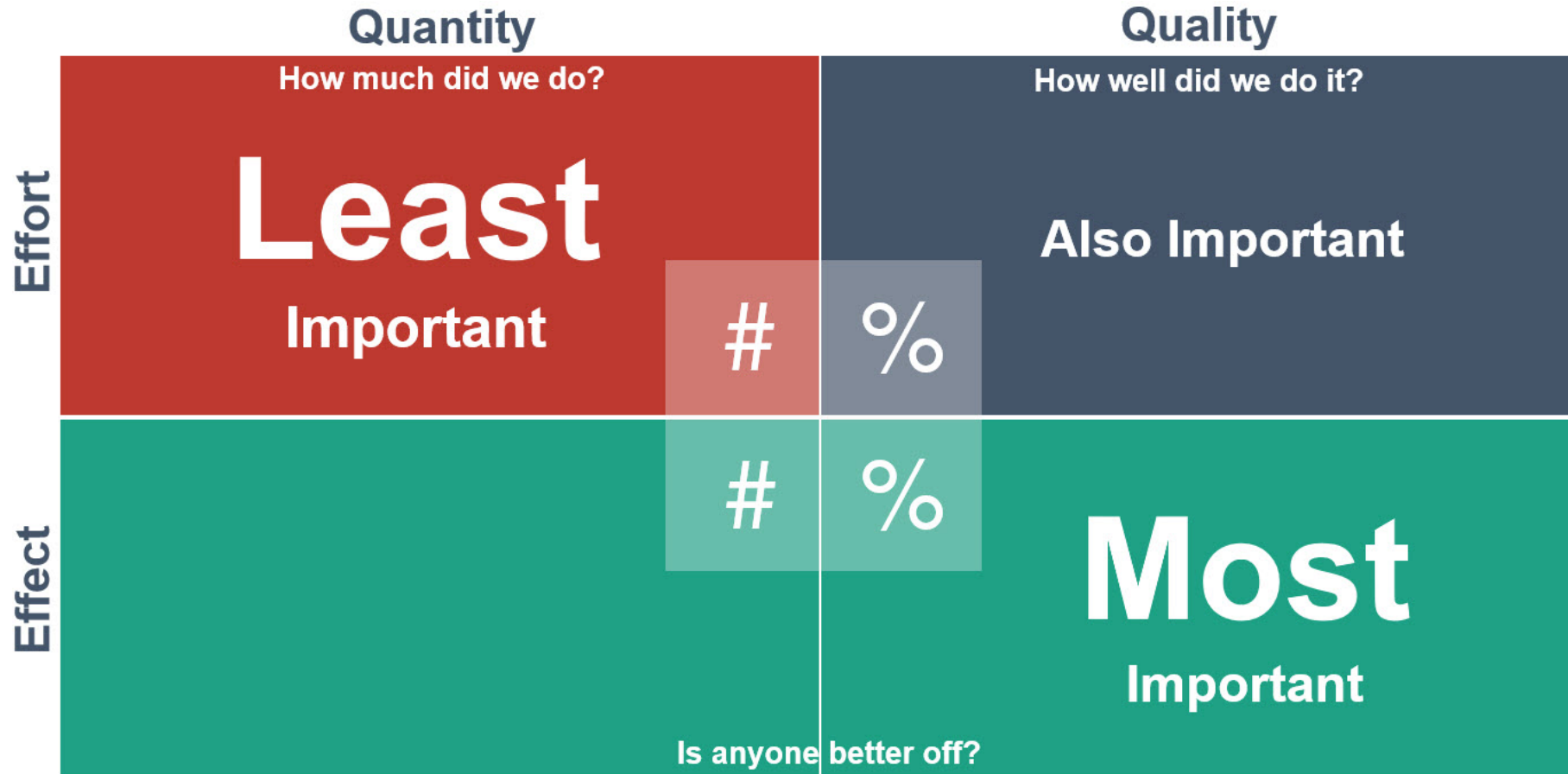
Why is this important?

- We can better understand your goals and progress.
 - Expected results are clearly defined and articulated.
- Easier (hopefully), effective reporting for your organization.
 - Data is regularly collected and reported to determine success.
- We're on the same sheet of music.
 - Facilitates discussion and cohesiveness around community indicators.
- We're doing this together.

Now What?

- This reporting will replace grant reports for individual programs with one yearly report.
 - If you receive less than \$2,000 from WCF in a given calendar year, you are excused from the current reporting cycle.
- Reports must be completed by June of the following calendar year.
- Reporting will be done through the same portal applications are filed in.

WHAT DO WE WANT?



Tips for Reporting

- Be specific and honest.
- Be clear and concise.
- Toot your own horn!
- Share examples of your accomplishments and learning opportunities.
- Ask questions!
- Complete your reports by the agreed upon deadline.
 - Organizations who fail to submit a timely grant report will not be eligible to compete for funds from future competitive cycles until the report has been received.



What are your
questions?