



# Performance Measures : Results Based Accountability

CalWORKs Stage 1 Child Care Program

Bidders' Conference

May 4<sup>th</sup> & May 5<sup>th</sup> 2017

# What is Results Based Accountability (RBA)?

- A way of thinking and taking action to improve communities
- Used to improve the performance of programs
- SSA is using this framework to develop performance measures for contracts

**Key  
benefits  
of  
RBA**

**SIMPLE  
COMMON SENSE  
PLAIN LANGUAGE  
USEFUL**

# Performance (Program) Accountability



## PERFORMANCE MEASURE

A measure of how well a program, agency or service system is working.

### Three types:

1. How much did we do?
2. How well did we do it?

3. Is anyone better off? = **Client or Program Outcome**

# Program Performance Measures

	Quantity	Quality
Effort	<p>How much did we do?</p> <p><b># Clients/customers served</b></p> <p><b># Activities (by type of activity)</b></p>	<p>How well did we do it?</p> <p><b>% Common measures</b> client staff ratio, % staff fully trained, % client satisfaction, unit cost</p> <p><b>% Activity-specific measures</b></p>
Effect	<p>Is anyone better off?</p> <p><b># / % Skills / Knowledge</b> (e.g. parenting skills)</p> <p><b># / % Attitude / Opinion</b> (e.g. toward drugs)</p> <p><b># / % Behavior</b> (e.g. school attendance)</p> <p><b># / % Circumstance</b> (e.g. working, in stable housing)</p>	

**How much was  
done?**

**Performance Measure 1:**

**The number of Stage 1 families with  
child care during the month.**

**How well was  
it done?**

**Performance Measure 2:**

**75% of Stage 1 families satisfied with  
the services.**

**Is anyone  
better off?**

**Performance Measure 3:**

**90% of Stage 1 children who are eligible for Stage 2 are successfully transferred to Stage 2 Child Care**



# Data Collection & Reporting

- Describe your data collection plan
- Describe your quality assurance plan

# Annual QA Report

- Describe the data collection process your agency developed to track RBA Performance Measures.
- Describe the quality assurance methods used to ensure data quality and accuracy.
- Describe the limitations or challenges that the program experienced in the data collection process and/or ensuring data quality.
- What strategies are you implementing to address these challenges and/or limitations?

**Thank You**