

PERFORMANCE ACCOUNTABILITY

How Program Performance fits into the Results-Based
Accountability Framework

How AHS is Advancing Results-Based Accountability

House Corrections and Institutions Committee
January 13, 2016

Results-Based Accountability (RBA)

Disciplined way of thinking and taking action that can be used to:

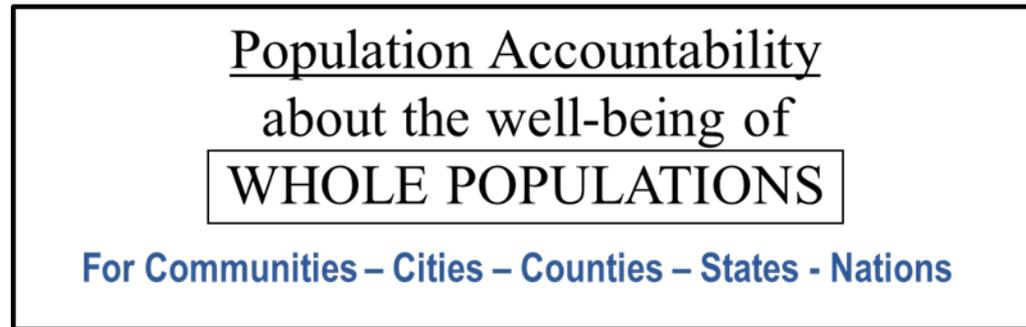
- Improve quality of life in communities and across the state

And

- Improve the performance of programs, agencies, and service systems

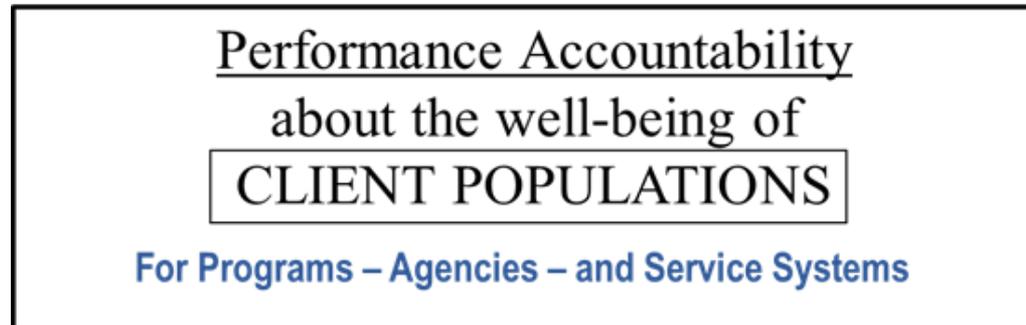
Levels of Accountability

**Many partners
share
responsibility**



Community
partnerships!

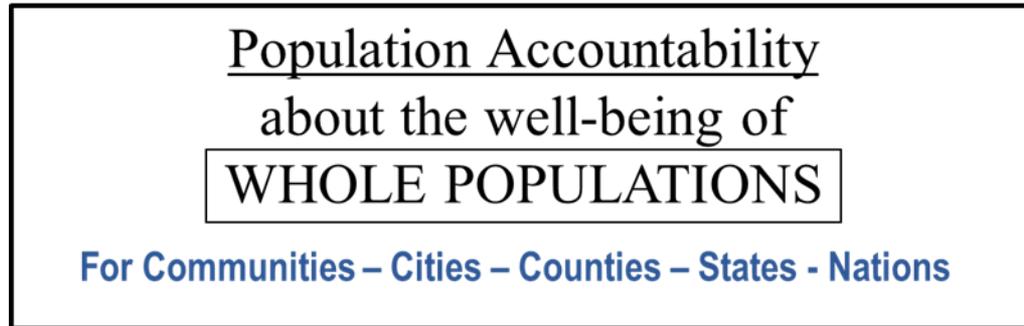
**Managers are
responsible**



Program
management!

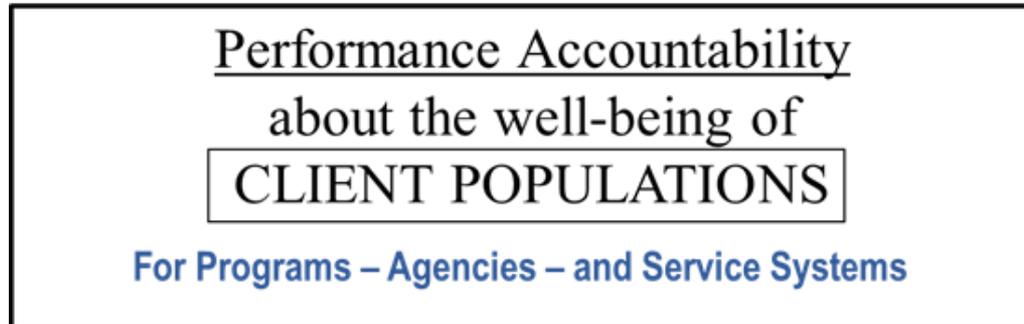
Ends → Means

OUTCOMES



indicators

**CLIENT
OUTCOMES**



**performance
measures**

Population Accountability

The 7 Population Accountability Questions

1. What are the quality of life conditions we want for the children, adults and families who live in our community?
2. What would these conditions look like if we could see them?
3. How can we measure these conditions?
4. How are we doing on the most important of these measures?
5. Who are the partners that have a role to play in doing better?
6. What works to do better, including no-cost and low-cost ideas?
7. What do we propose to do?

**Outcome for a whole
population**



Strategy

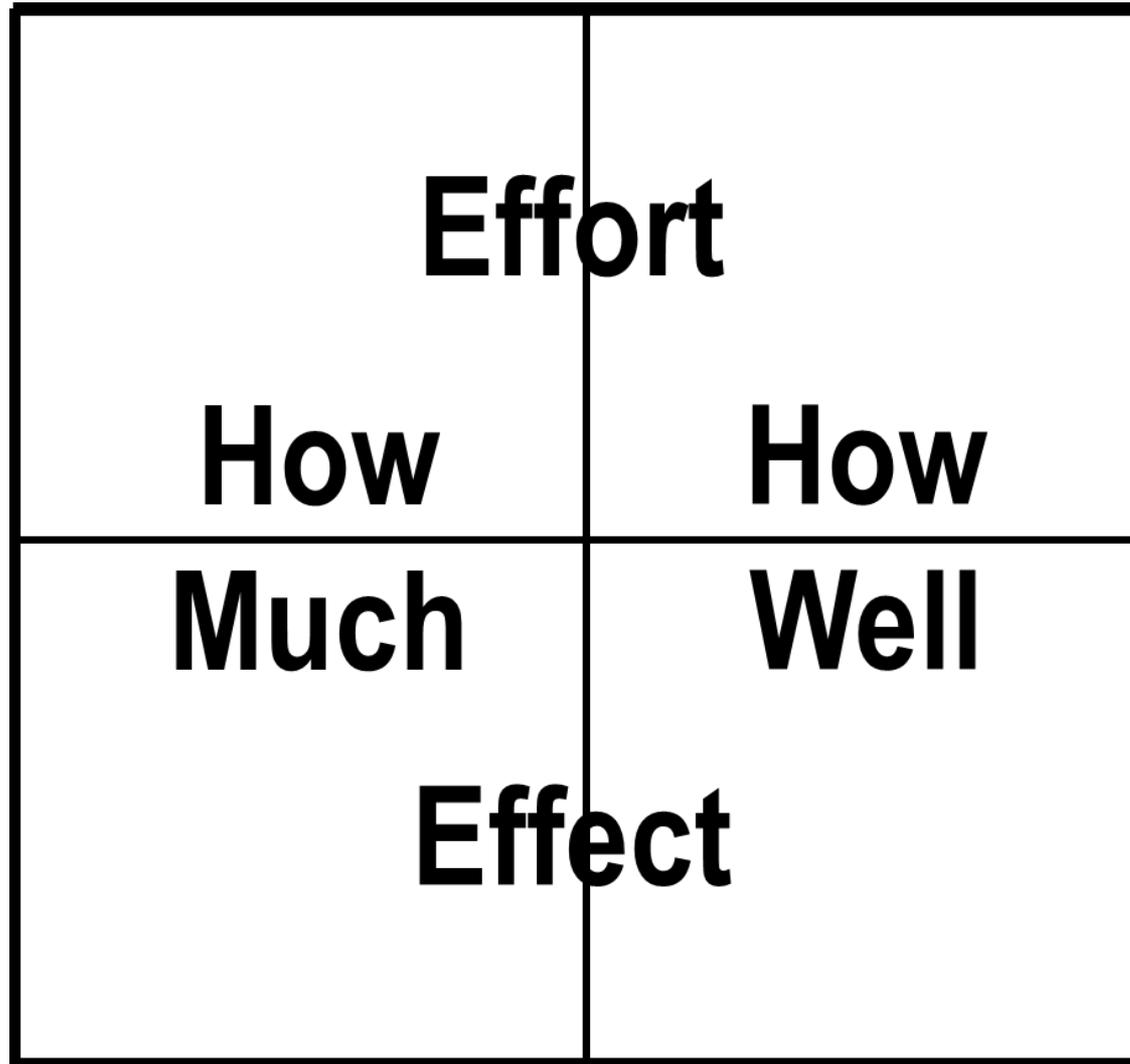
Performance Accountability

The 7 Performance Accountability Questions

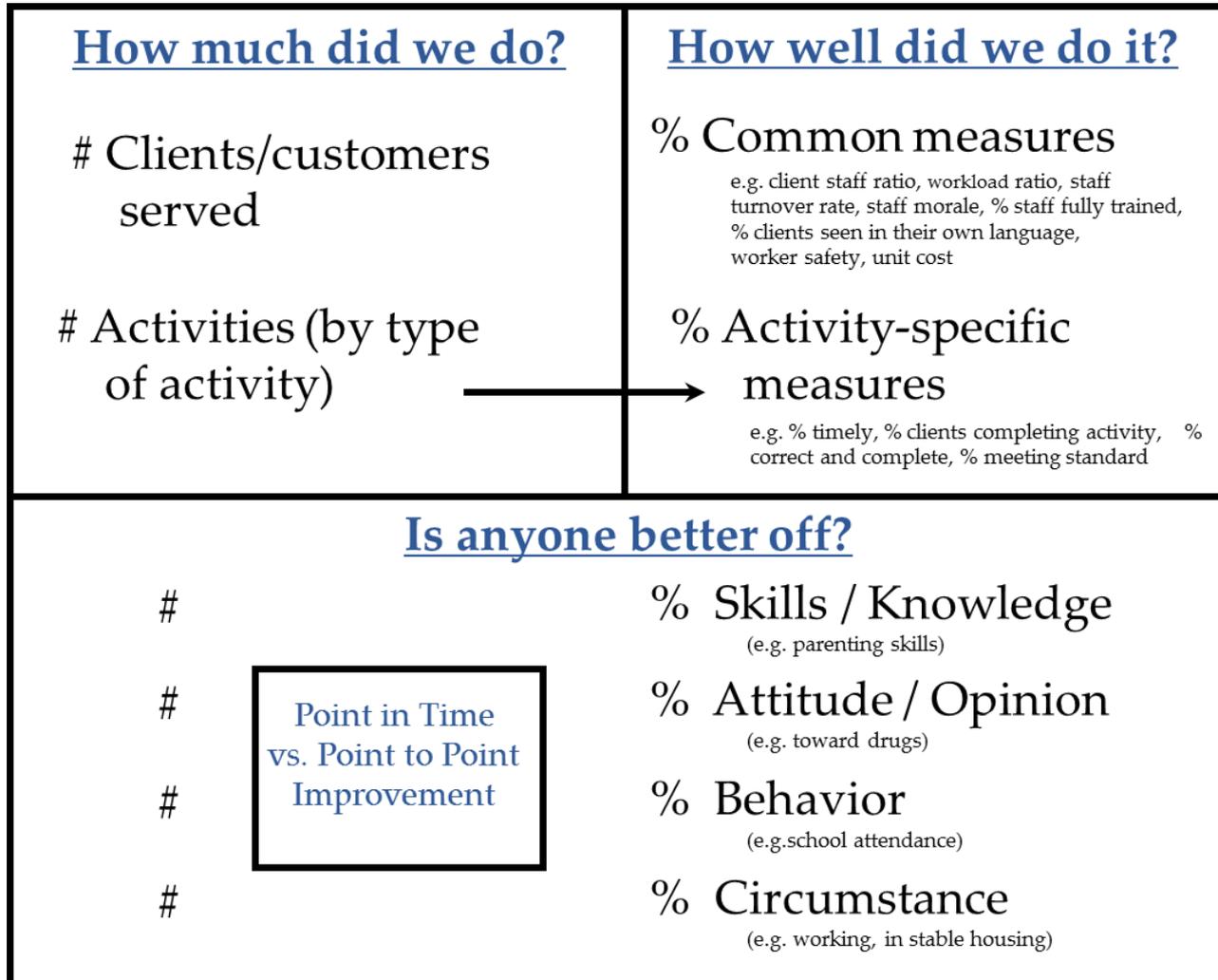
1. Who are our customers?
2. How can we measure if our customers are better off?
3. How can we measure if we are delivering services well ?
4. How are we doing on the most important of these measures?
5. Who are the partners that have a role to play in doing better?
6. What works to do better, including no-cost and low-cost ideas?
7. What do we propose to do?

**Performance Measures
for a program**

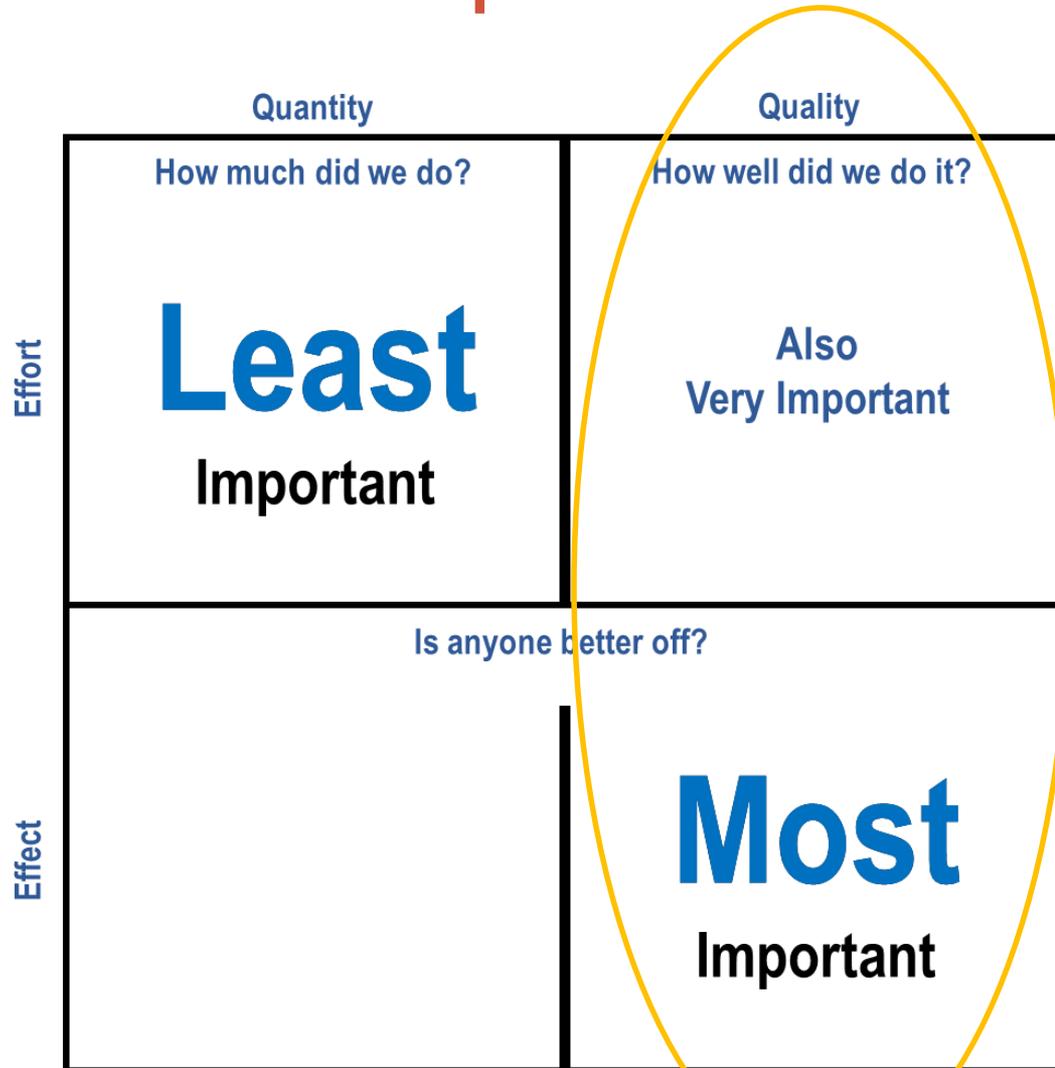
Types of Performance Measures



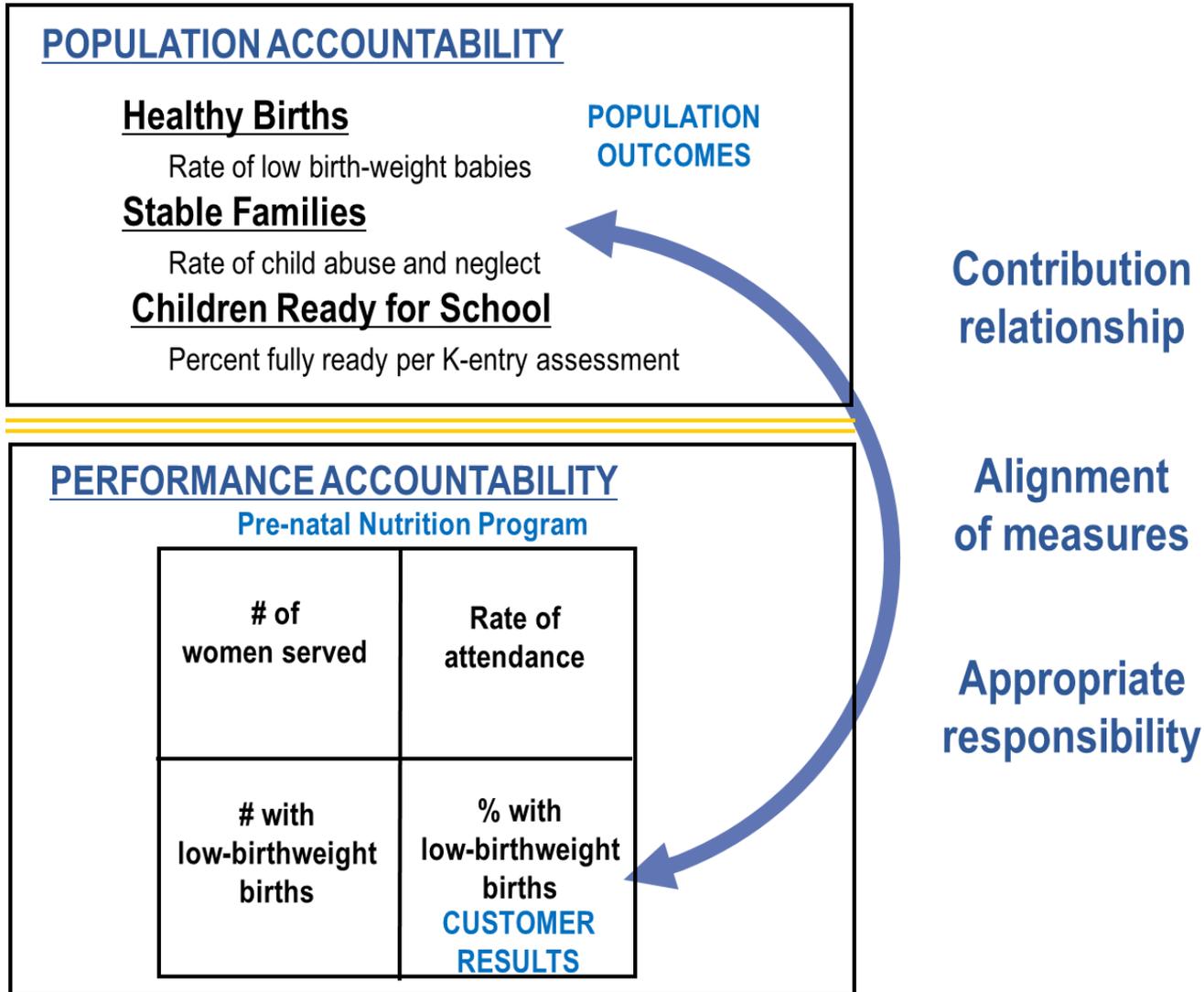
Types of Performance Measures



The Matter of Importance

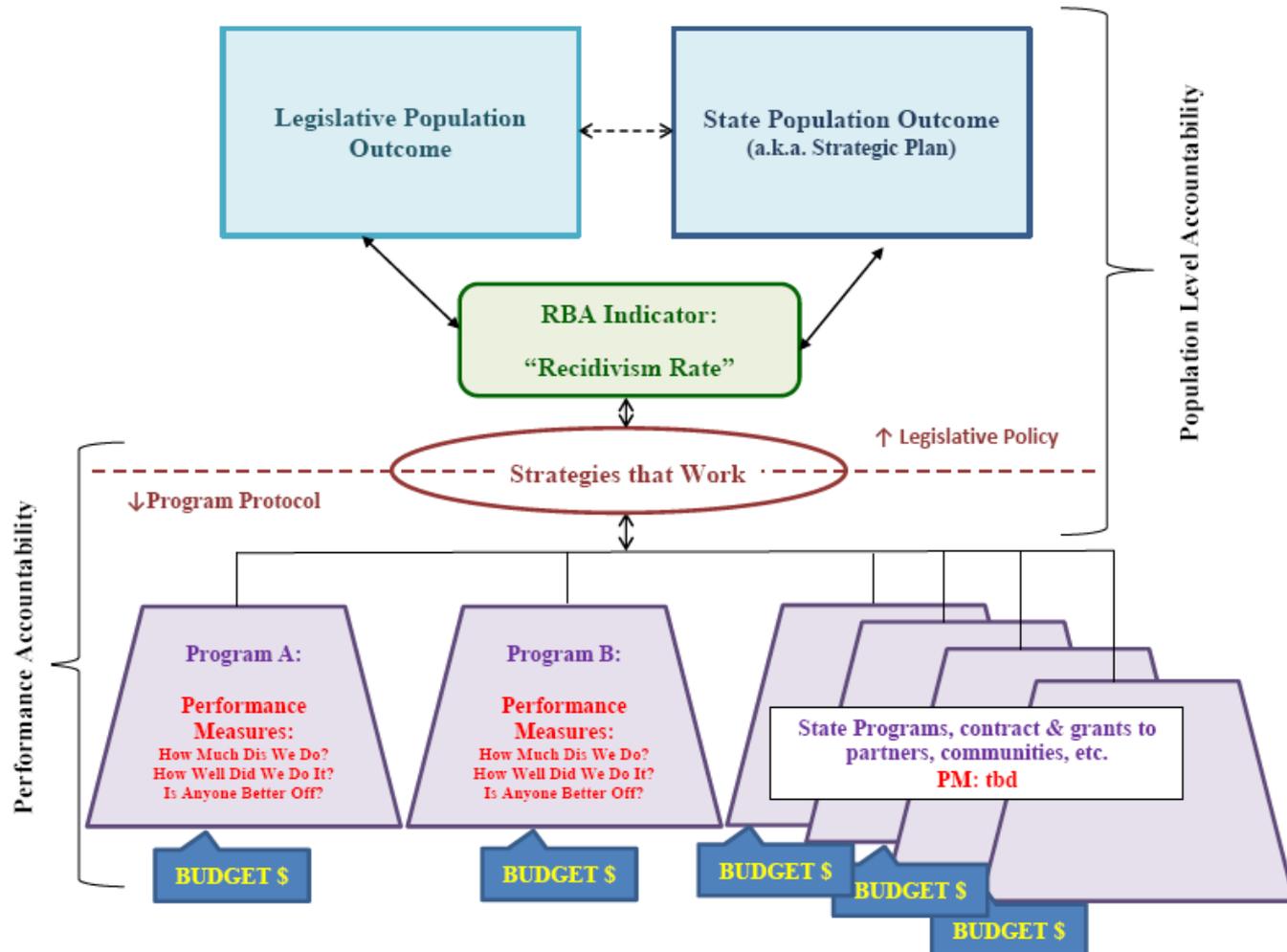


How they fit together



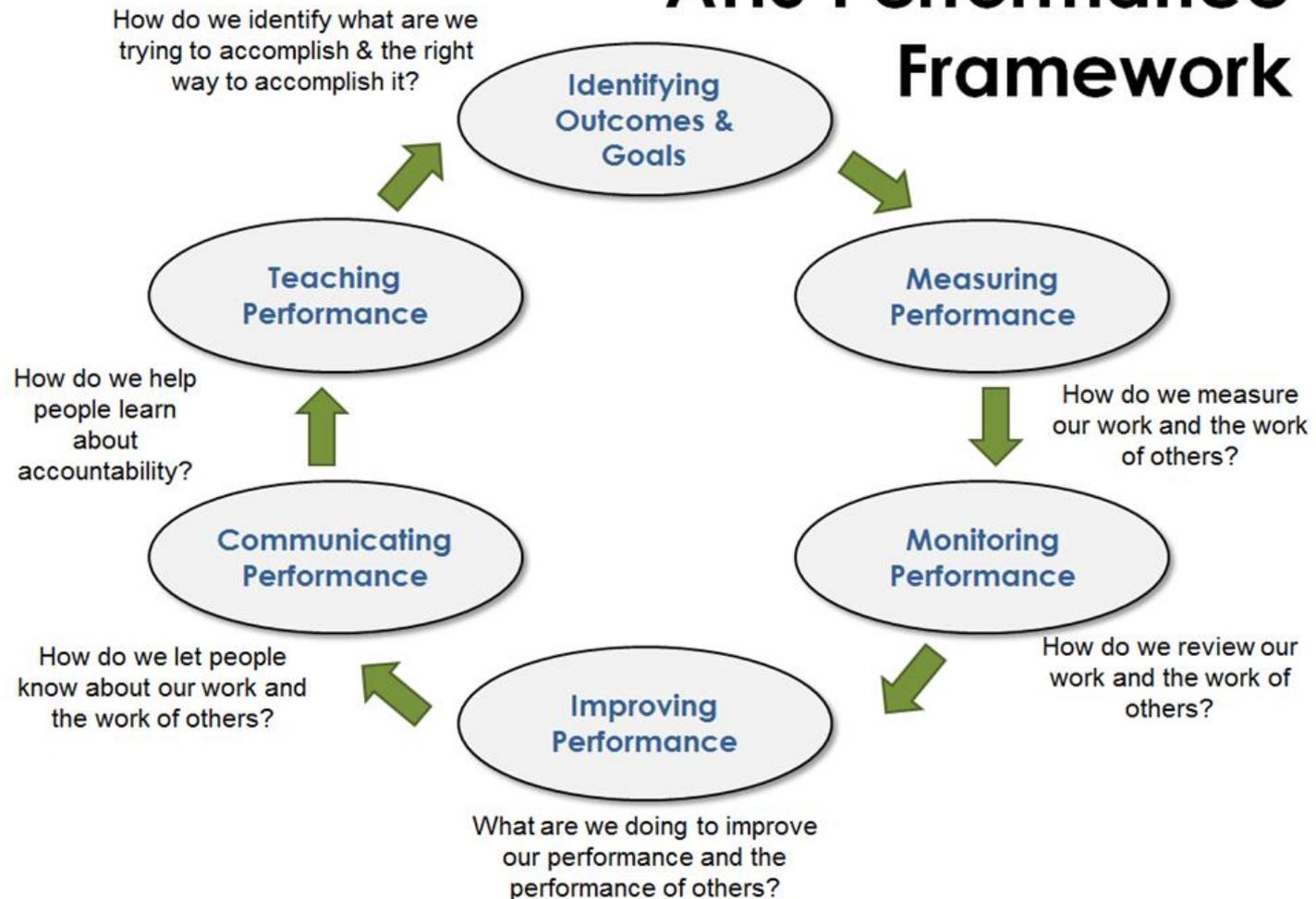
The Dotted Line

POPULATION OUTCOMES & STRATEGIC PLAN → PERFORMANCE BUDGET PROGRAM



AHS Culture of Accountability

AHS Performance Framework



Agency-wide Strategies

- AHS Strategic Plan (January 2016-2019)
- Act 186 Reporting to the Legislature and Public (Outcomes and Indicators)
- Performance Budgeting Exercise with AOA and the Legislature (programs and performance measures)
- AHS RBA Training Corps
- Contracts and Grants – RBA Attachment A
- Continuous Improvement

Act 186

- [View Full Scorecard Here](#)
- Recommendation: Work with relevant Department staff to strengthen indicators and consider schedule for monitoring with help from multiple partners.

Performance Measure Budget Exercise

- [View Full Scorecard Here](#)
- Recommendation: Work with relevant Department staff to identify a number of programs to incorporate into the annual Performance Measure Budget Exercise.