

Results-Based Accountability

Municipal Drug Strategy Networking Meeting
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Results Based Accountability

is made up of two parts:

Population
Accountability
about the well-being of
WHOLE
POPULATIONS

- For Communities
- For Cities & Counties
- For Provinces & Nations

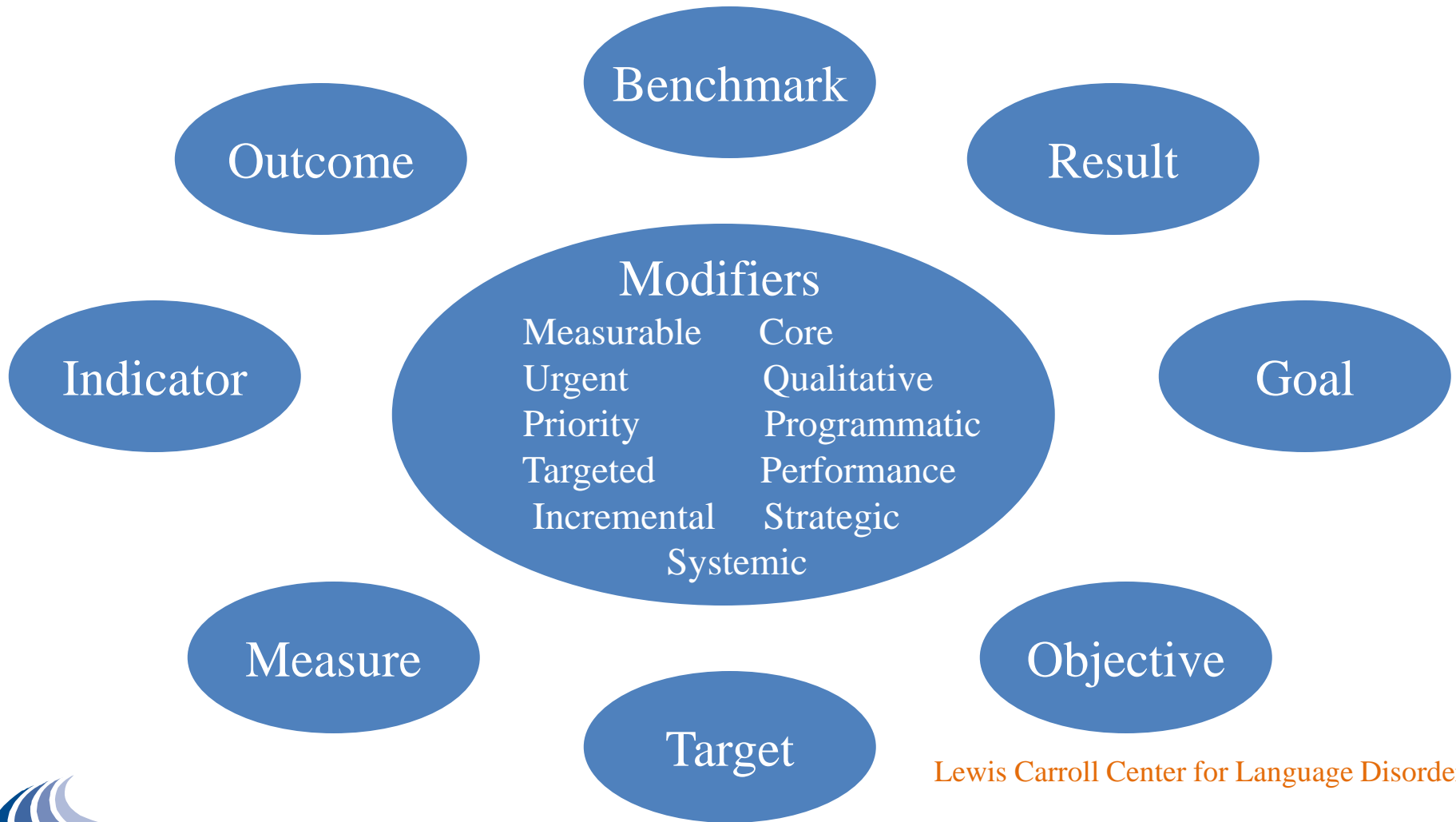
Performance
Accountability
about the well-being of
CLIENT
POPULATIONS

- For Programs
- For Agencies
- For Service Systems



THE LANGUAGE TRAP

Too many terms. Too few definitions. Too little discipline



Lewis Carroll Center for Language Disorders

Definitions

Population

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

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 Results

Definitions

Population

RESULT or OUTCOME

A healthy community free from Alcohol and Drug misuse/abuse.

INDICATOR or BENCHMARK

Rate of alcohol use among youth

Performance

PERFORMANCE MEASURE

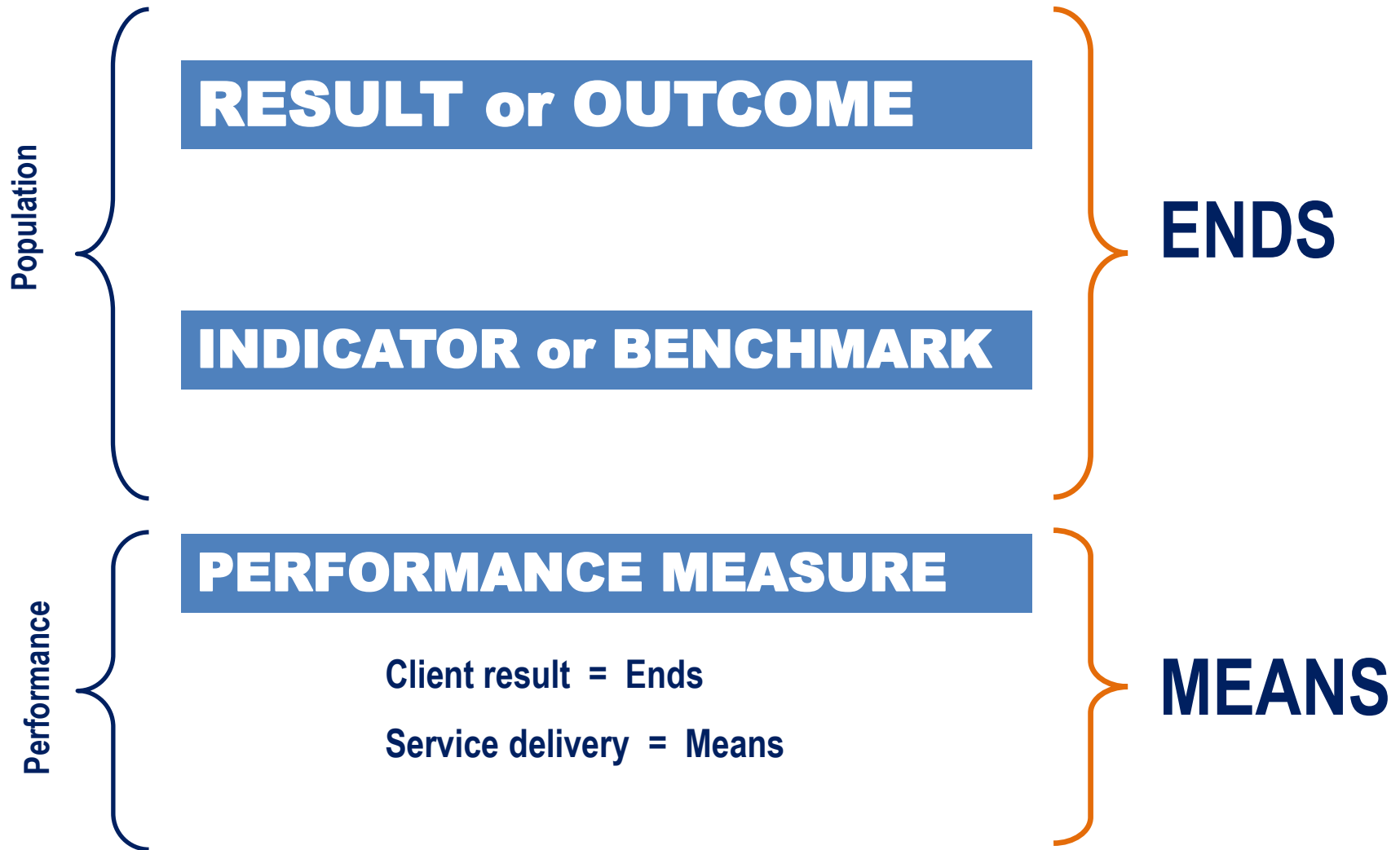
A measure of how well the MDS is working.

Three types:

1. How much did we do?
2. How well did we do it?
3. Is anyone better off?

= Client Results

From Ends to Means From Talk to Action



Population Accountability

For Whole Populations in a Geographic Area



Every Child Matters – Children Act Outcomes for Children & Young People

Being Healthy:

- enjoying good physical and mental health and living a healthy lifestyle.

Staying Safe:

- being protected from harm and neglect and growing up able to look after themselves.

Enjoying and Achieving:

- getting the most out of life and developing broad skills for adulthood.

Making a Positive Contribution:

- to the community and to society and not engaging in anti-social or offending behaviour.

Economic Well-being:

- overcoming socio-economic disadvantages to achieve their full potential in life.



Peel wants to ensure that:

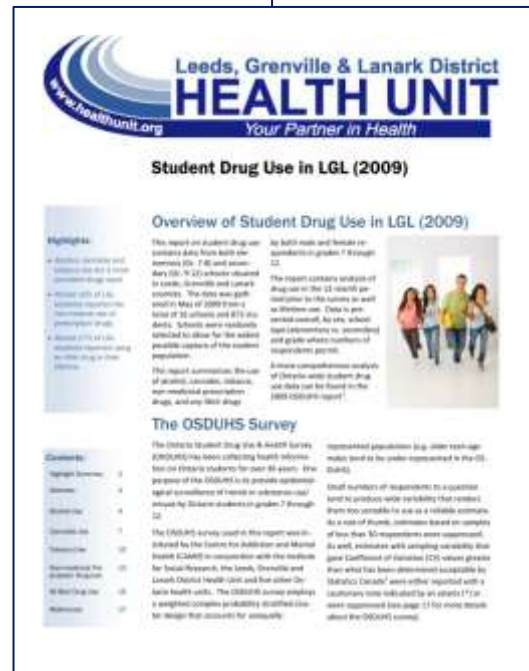
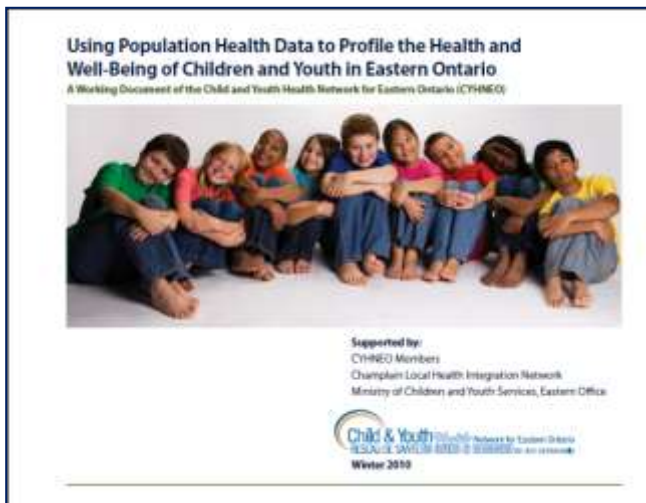
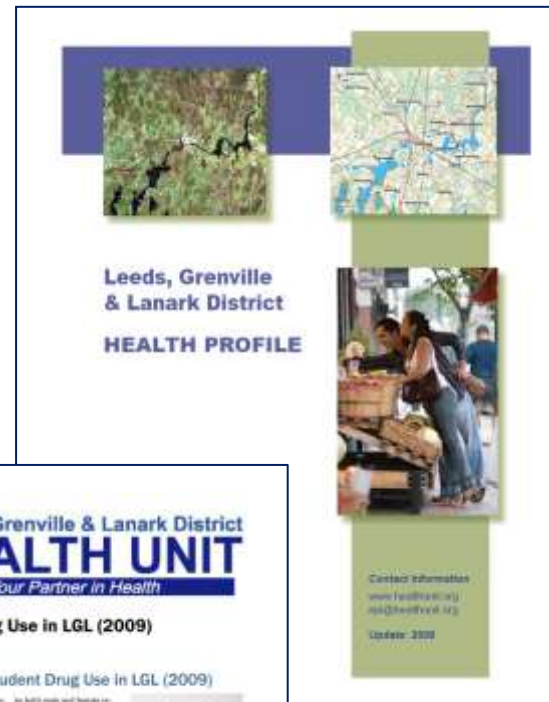
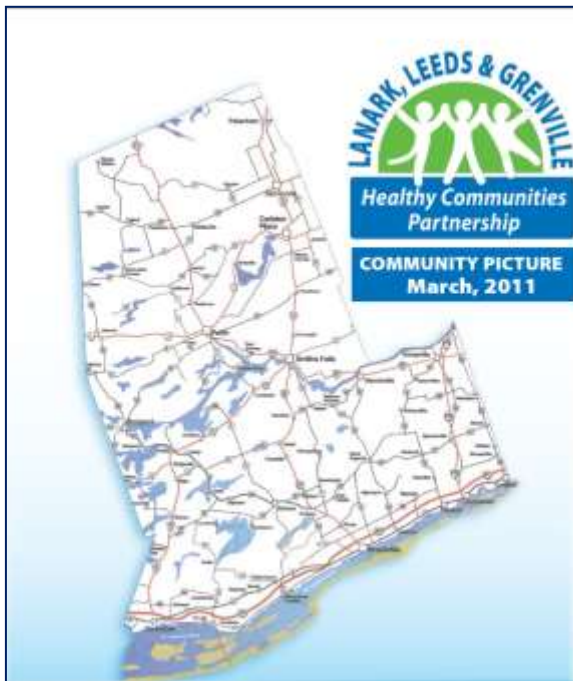
- Seniors are healthy, connected and functioning to their best ability
- Persons with disabilities are fully included and reach their full potential
- Residents live free from violence and abuse, especially women and children
- Persons living with mental illness (or at risk) are connected and thrive
- Newcomers and immigrants thrive and are fully included in community life
- Families have the ability to support and help one another succeed
- Children and youth reach their full potential
- Residents experience less poverty, hunger and have access to affordable housing



A ground breaking new community report from Peel.

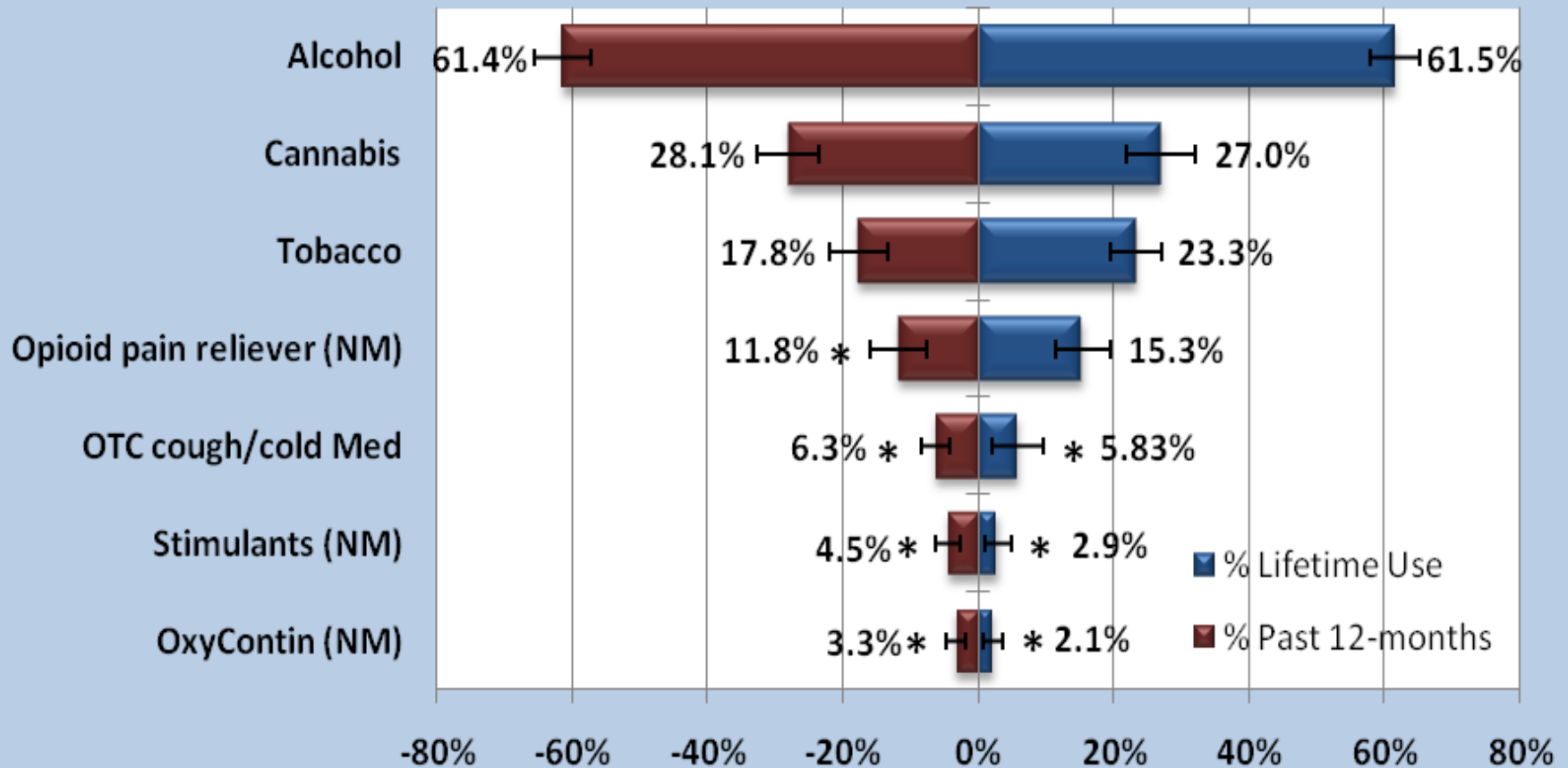
Peel Counts: Collective Impact through Results Based Accountability

Results Based Accountability (RBA) is a framework for producing measurable improvements to quality of life conditions for families and communities. (Mark Friedman)



LGL Student Drug Use

Percentage Reporting Past Year and Lifetime Drug Use
(N = 6849 - 13738)



Source: Ontario Student Drug Use and Health Survey. CAMH 2009

Leaking Roof Example

(Results thinking in everyday life)



Experience



Measure



Story behind the baseline (causes)



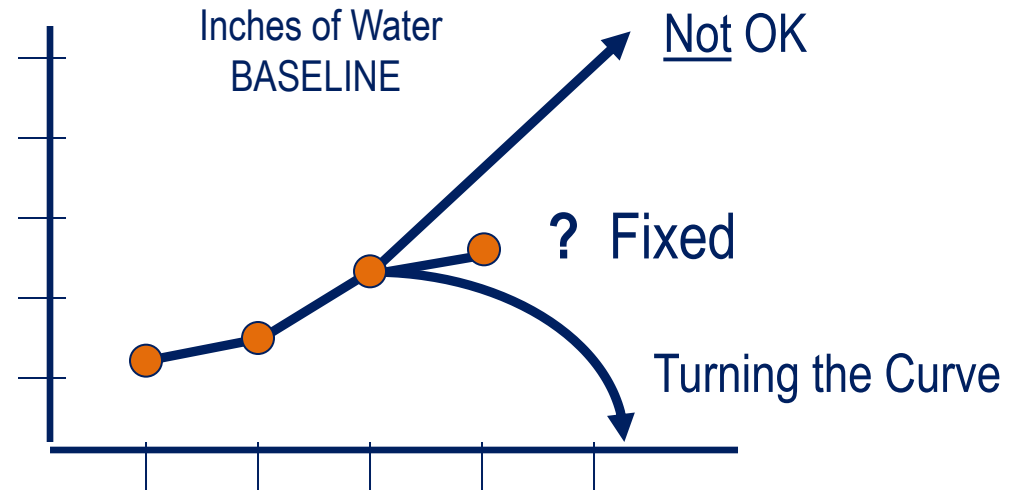
Partners



What Works



Action Plan #2

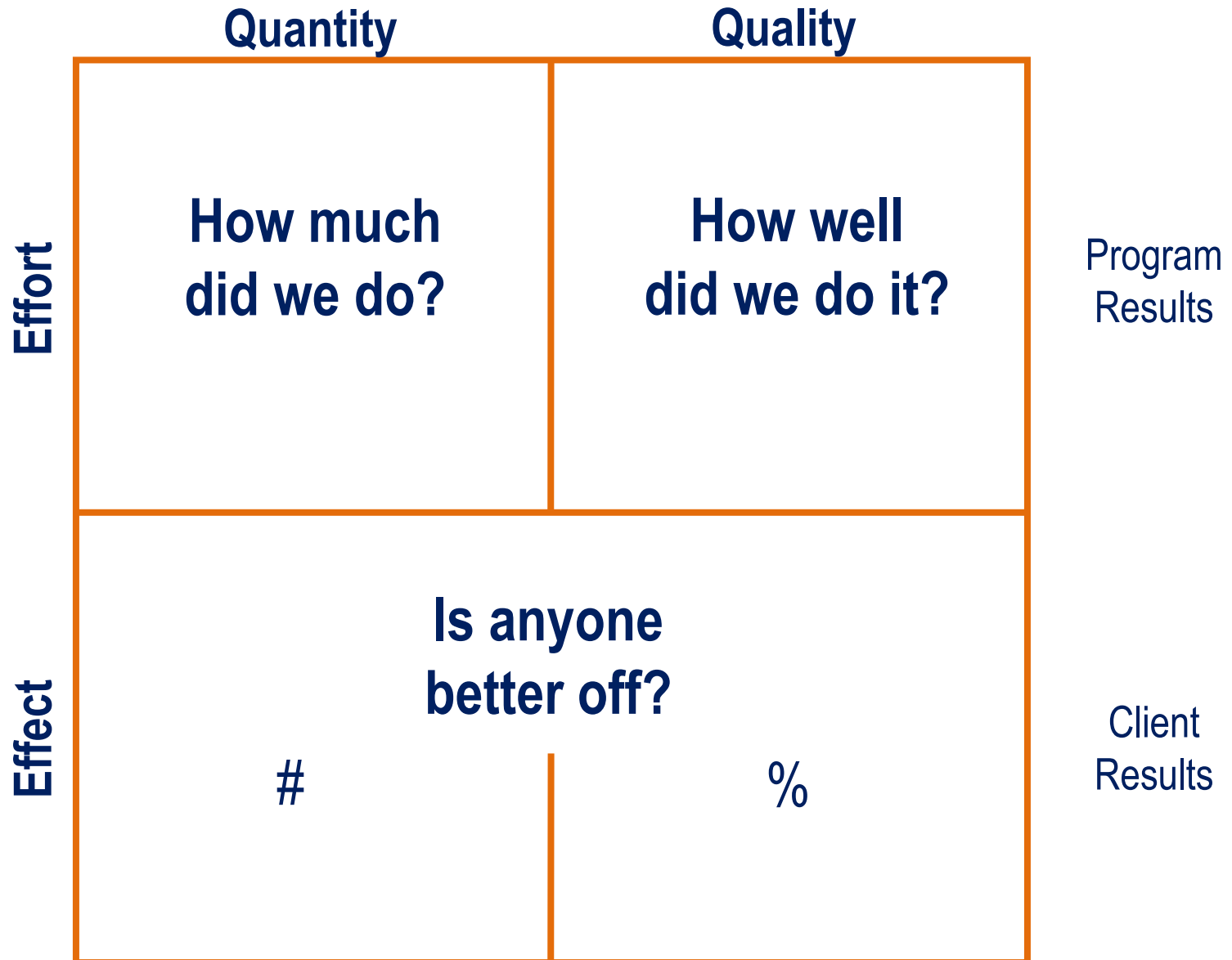


Performance Accountability

For Programs, Services, Agencies & Service Systems



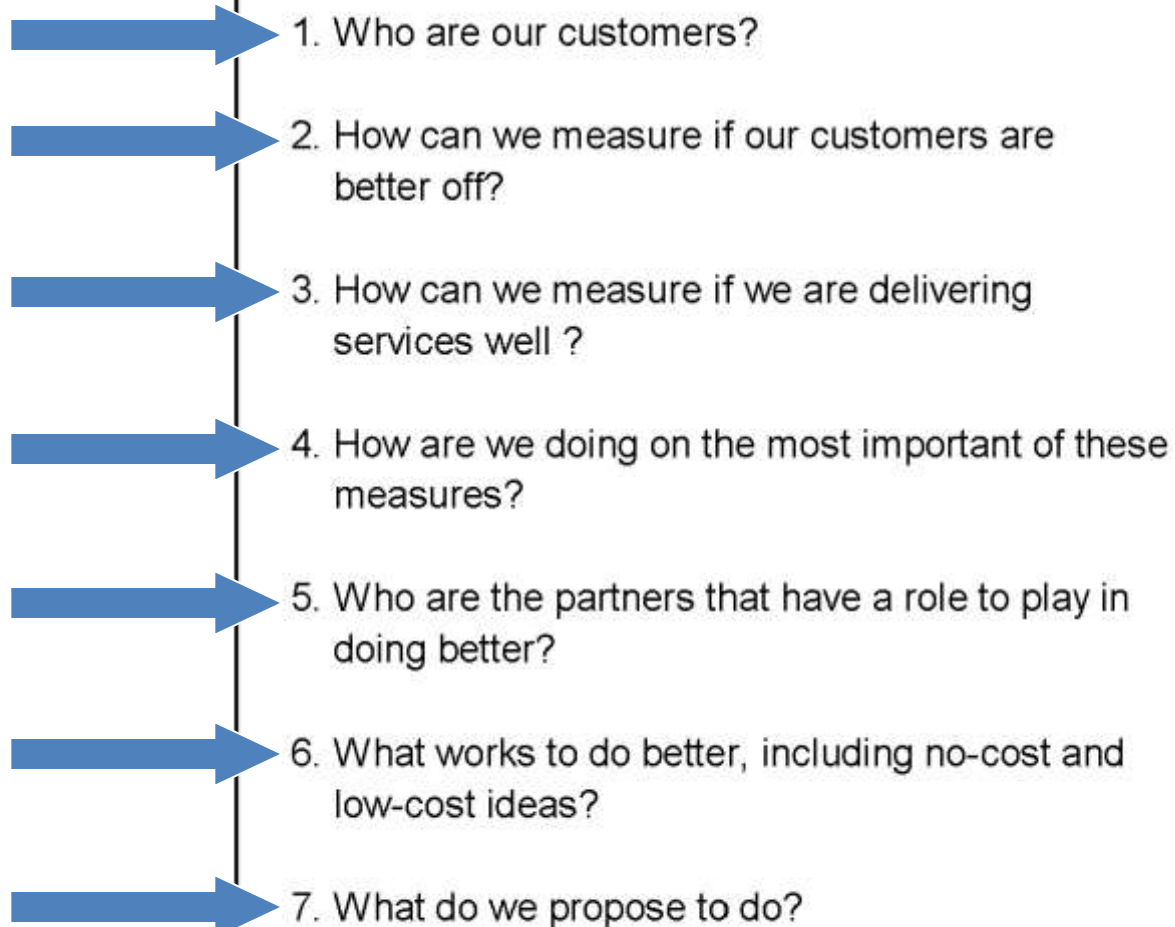
Program Performance Measures



Universal Substance Abuse Prevention Program

<p>How much did we do?</p> <p># of youth who participated</p>	<p>How well did we do it?</p> <p>Unit cost per participant</p>	Program Results		
<p>Is anyone better off?</p> <table border="1"><tr><td data-bbox="343 893 929 1319"><p># of participants who reported an increase in knowledge & skills, decrease in substance use</p></td><td data-bbox="929 893 1514 1319"><p>% of participants who reported an increase in knowledge & skills, decrease in substance use</p></td></tr></table>			<p># of participants who reported an increase in knowledge & skills, decrease in substance use</p>	<p>% of participants who reported an increase in knowledge & skills, decrease in substance use</p>
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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?

How Population & Performance Accountability



FIT TOGETHER



THE LINKAGE Between POPULATION and PERFORMANCE

POPULATION ACCOUNTABILITY

Healthy Youth

% of youth in LGL who report using alcohol in the past 12 months

**POPULATION
RESULT**

**Contribution
relationship:
evidence-
based**

PERFORMANCE ACCOUNTABILITY

Universal Substance Abuse Educational Program

	# of participants	Cost per participant	
How much did we do?			How well did we do it?
Is anyone better off?	# participants reporting increase in knowledge, skills and decrease in substance use	% of participants reporting an increase in knowledge, skill and decrease in substance use	CLIENT RESULTS

**Alignment
of measures**

**Appropriate
responsibility**

Questions

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