Performance Measures:
Results Based Accountability

CalWORKs Stage 1 Child Care Program
Bidders’ Conference
May 4th & May 5th 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

<table>
<thead>
<tr>
<th>Effort</th>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>How much did we do?</td>
<td>How well did we do it?</td>
<td>Is anyone better off?</td>
</tr>
<tr>
<td># Clients/customers served</td>
<td>% Common measures</td>
<td># / % Skills / Knowledge</td>
</tr>
<tr>
<td># Activities (by type of activity)</td>
<td>% Activity-specific measures</td>
<td>(e.g. parenting skills)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Effect</th>
<th># / % Attitude / Opinion</th>
<th># / % Behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>(e.g. toward drugs)</td>
<td>(e.g. school attendance)</td>
<td># / % Circumstance</td>
</tr>
<tr>
<td>(e.g. working, in stable housing)</td>
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Performance Measure 1:

The number of Stage 1 families with child care during the month.
Performance Measure 2:

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