



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

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