



“A ROAD MAP TO RESULTS BASED ACCOUNTABILITY”

United Way of Broward County
Stephanie Scott, MSSW, PhD
Sr. Director, Research & Program Planning
June 15, 2022



WHAT IS RESULTS BASED ACCOUNTABILITY (RBA)?

- ❖ Data Driven
- ❖ Decision Making Process
- ❖ Simple, Common Sense
- ❖ Starts at the end and works backwards toward the mean
- ❖ Focuses on conditions of well-being (results)



MORE RBA...

Two Necessary Components:


- ❖ *Population Accountability*— the well being of a geographic area.
- ❖ *Performance Accountability*— the actual performance of a given program or service and how the target client population is better off.

THREE SIMPLE QUESTIONS:

- ❖ How much did we do?
- ❖ How well did we do it?
- ❖ Is anyone better off?

HOW MUCH DID WE DO?

❖ Output Driven, Numbers

- ❖ How many did you serve?
 - ❖ How many events were held?
 - ❖ How many people were trained?
 - ❖ How many new community partners did you engage?
 - ❖ How many organizations did you establish Memorandums of Understanding (MOUs) with?
- 

HOW WELL DID WE DO IT?

❖ Quality Measure, Program Implementation

- ❖ Program Monitoring

- ❖ Data Entry, Cleaning, and Management


- ❖ Client Satisfaction

 - ❖ *Did we treat you well?*

 - ❖ *Did we help you with your issue?*

IS ANYBODY BETTER OFF?

❖ Quality Measure, Outcomes

- ❖ Knowledge Change (% increase knowledge in child development)
 - ❖ Health Status Change (% decrease in body mass index)
 - ❖ Self Sufficiency Change (% who located employment and maintained)
 - ❖ Quality of Life Change (% who perceive enhanced well-being)
 - ❖ Capacity Change (% of providers who have increased staff capacity)
 - ❖ Community Change (% who have decreased their diabetes risk)
- 

How Much Did We Do?

- ❖ Provided nutrition education to 10 Broward County elementary schools.
- ❖ Provided BMI screenings to 300 students in the 10 schools in grades Kindergarten-3rd grade.
- ❖ Provided teacher trainings in Hip Hop to Fitness for grades Kindergarten-3rd grade.

How Well Did We Do?

- ❖ 85% of children were able to identify three healthier practices as a result of their participation.
- ❖ 90% of the teachers worked with their school administration and food service workers to modify meal plans and change food policy within the school.

The Number (Quantity)

- ❖ 200 children maintained a healthy BMI.
- ❖ 75 children went from an overweight BMI to a healthy BMI.
- ❖ 25 children who were identified as obese at the beginning of program implementation are now in the overweight BMI range.


The Percentage (Quality)

- ❖ 85% of the participating teachers also had a decrease in their BMIs.
- ❖ 75% of the participating elementary schools changed their food policy to require only fresh fruits as snacks, and limited drinks to water and low fat milk.



Is Anybody Better Off?

HOW DID WE GET TO RBA?

- ❖ Consistency in program evaluation across like programming
 - ❖ Easily understood by the provider and stakeholder community
 - ❖ Mirrors how other funders evaluate their programs
 - ❖ Moves from a complex logic model to one that is more manageable
- 

PERFORMANCE MEASURES					
DESIRED RESULT: <i>Individuals and Families have access to affordable and quality healthcare.</i>					
Results based accountability utilizes data to improve performance outcome measures to achieve the desired customer result. When applied, performance measurement answers the following key questions:					
Key Question	Performance	Target Goal	Sample	Evaluation Tool	Admin Schedule
How Much Did We Do?	# of contracted participants actually served	75	50 participants who have cases assigned and entered in to SAMIS	SAMIS Data	Analyzed Quarterly
	# of referrals to community based organizations	30	15 participants who have cases assigned and entered in to SAMIS	SAMIS Data	Analyzed Quarterly
How Well Did We Do It?	Program Services Monitoring	Meets Expectations	Random sampling of case files, fiscal processes, and other components as identified by the UWBC Community Impact Director	UWBC visits	Annually
	Data Integrity (data is entered correctly and in a timely fashion)	95%	50 participants who have cases assigned and entered in to SAMIS	SAMIS Data Quality Assurance Report	Analyzed on Semi-Annual Schedule
	% of individuals who have established a medical service provider or attached to a Health Navigator	80%	50 participants who have cases assigned and entered in to SAMIS	SAMIS Data	Completed at service completion
	% of individuals who report feeling supported and being satisfied with the services they received	80%	50 participants who have cases assigned and entered in to SAMIS	Client Survey	Program Completion
Key Question	Performance	Target Goal	Sample	Evaluation Tool	Admin Schedule
Is Anybody Better Off?	% of individuals and families who report an increase in physical and mental wellbeing	70%	50 participants who have cases assigned and entered in to SAMIS	Resilience Scale	Pre-Mid-Post


UNITED WAY OF BROWARD COUNTY'S PERFORMANCE MEASUREMENT FRAMEWORK

Community Impact as a Whole (Health, Education, and Income—one shared quality outcome)

Impact and Focus Areas
(common outcomes by area)

Program Level (monitoring,
data integrity, & unique
outcomes)

LESSONS LEARNED

- ❖ Buy in challenges—What is in it for them?
 - ❖ Transitioning
 - ❖ Partnering
 - ❖ Piloting
 - ❖ Implementation
 - ❖ Feedback Loops
- 

LIVE UNITED



United Way of Broward County

THANK YOU!

Stephanie Scott
954-308-9273
sscott@unitedwaybroward.org