DESIGNING PROGRAMS FOR IMPACT:
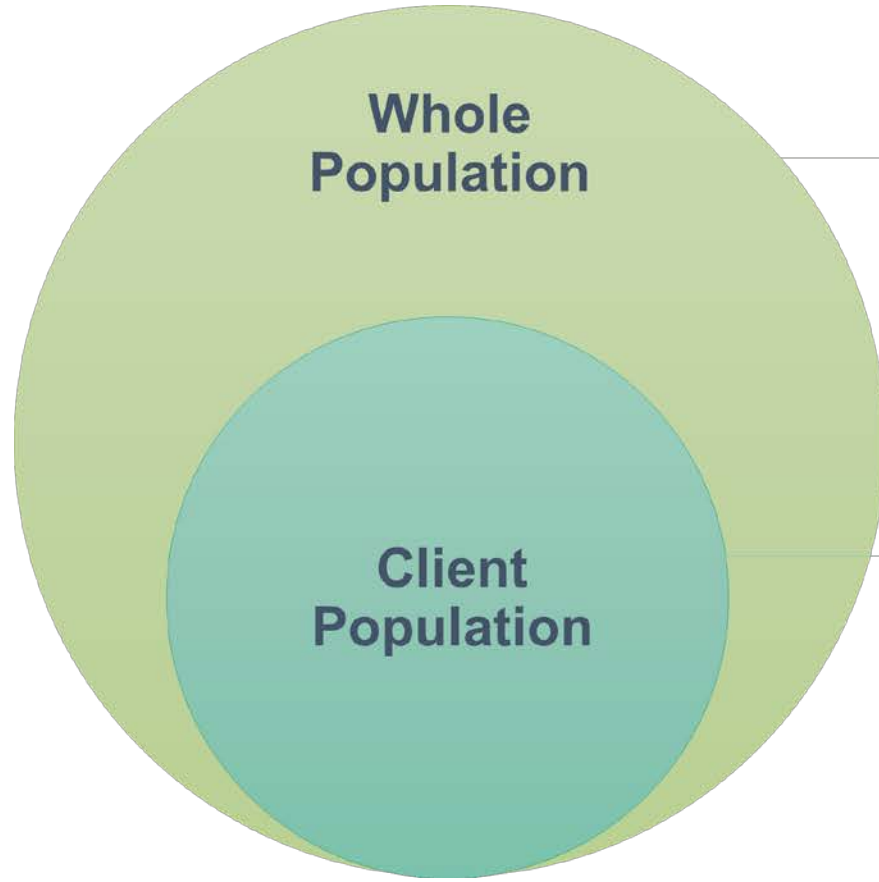## HOW RBA CAN EASE THE PAIN

November 13, 2017

Non-Profit Network

SESSION FLOW

- Review RBA Key Principles
  - 2 Kinds of accountability
  - 3 Kinds of Performance Measures
  - 5 Core Questions of Turn the Curve

- Turn the Curve Thinking

- Turn the Curve Activity

- Wrap-up

TWO Kinds of Accountability

Population versus Performance Accountability

Whole Population

Client Population

Population Accountability
The well-being of Whole Populations
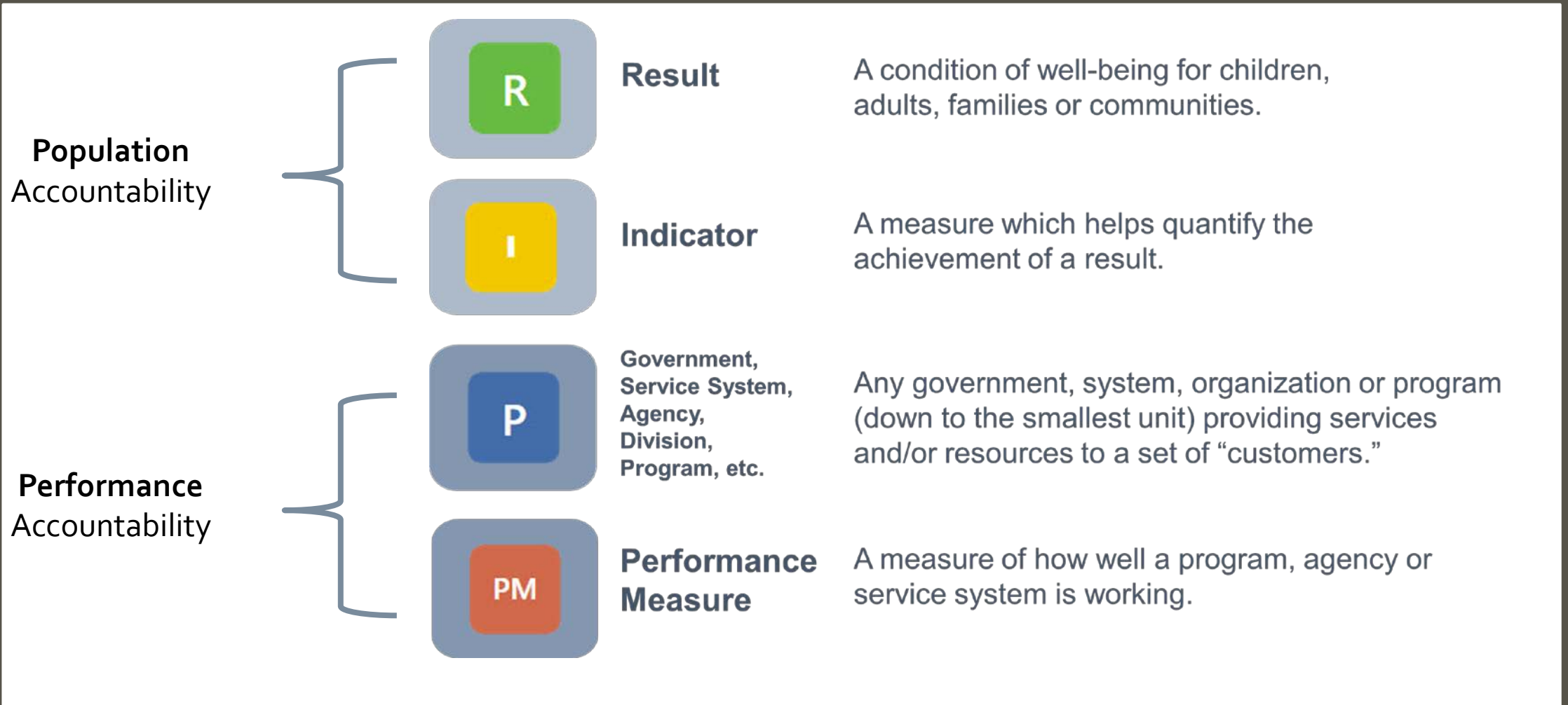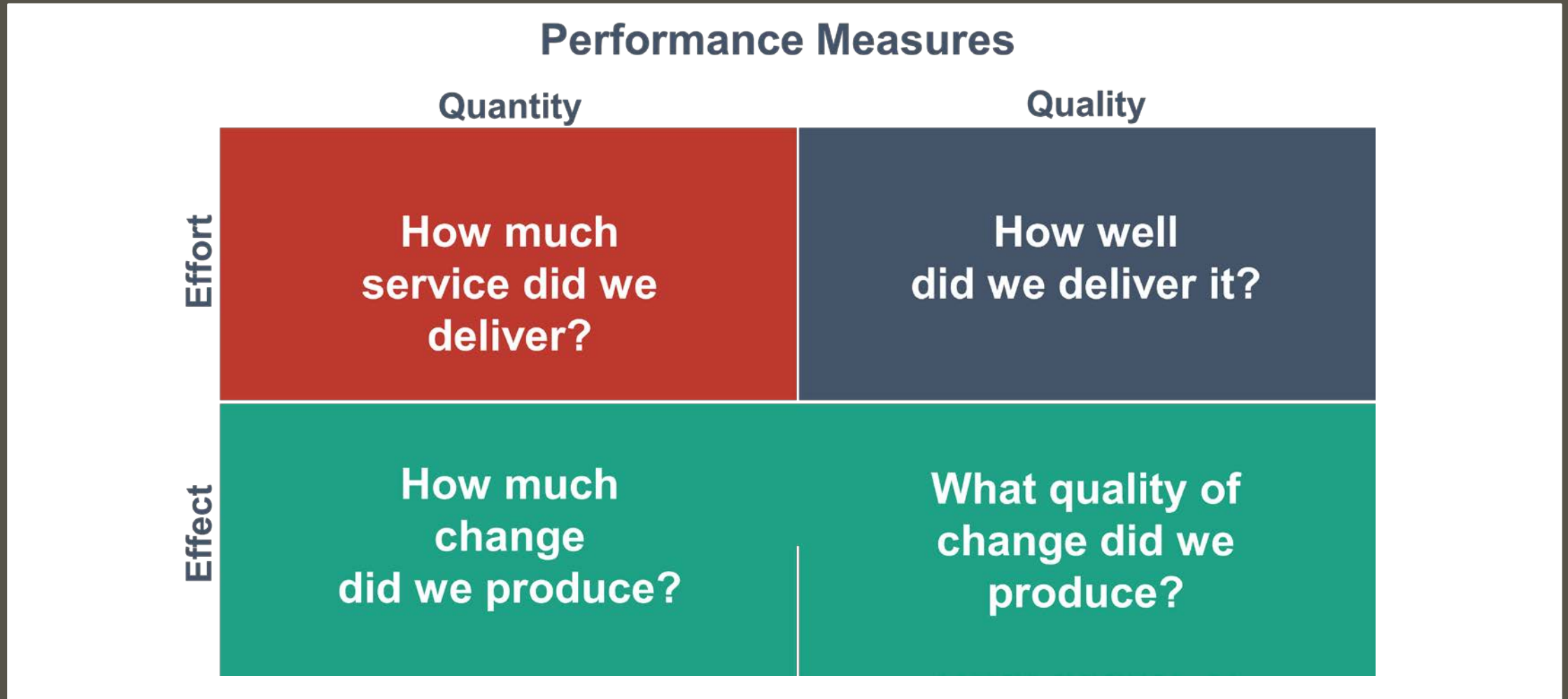Communities, Cities, Counties, States, Nations, World

Performance Accountability
The well-being of Client Populations
Governments, Multi-agency Service Systems, Agencies, Organizations, Programs, Units

TWO Kinds of Accountability

Population versus Performance Accountability

Population
Accountability

	Result	A condition of well-being for children, adults, families or communities.
R		
I	**Indicator**	A measure which helps quantify the achievement of a result.

Performance
Accountability

	Government, Service System, Agency, Division, Program, etc.	Any government, system, organization or program (down to the smallest unit) providing services and/or resources to a set of "customers."
P		
PM	**Performance Measure**	A measure of how well a program, agency or service system is working.

THREE Kinds of Performance Measures

Performance Measures

	Quantity	Quality
Effort	How much service did we deliver?	How well did we deliver it?
Effect	How much change did we produce?	What quality of change did we produce?

THREE Kinds of Performance Measures

FIVE Core Turn the Curve Questions

Getting from Talk to Action

Population

Five Questions

Performance

01	How Are We Doing?
02	What is the Story Behind the Curve?
03	Who are the Partners who have a role to Turn the Curve?
04	What Works to Turn the Curve?
05	What is our Action Plan to Turn the Curve?

R What are the quality of life conditions we want for the children, adults, and families in our community?

I How can we measure these conditions?

P What program, agency, or service system?

PM How can we measure if the customers are better off?

How Are We Doing?

Trend

Forecast without action

Goal: Turn the Curve

Story Behind the Curve

Restricting Factors

Contributing Factors

Identify Root Causes
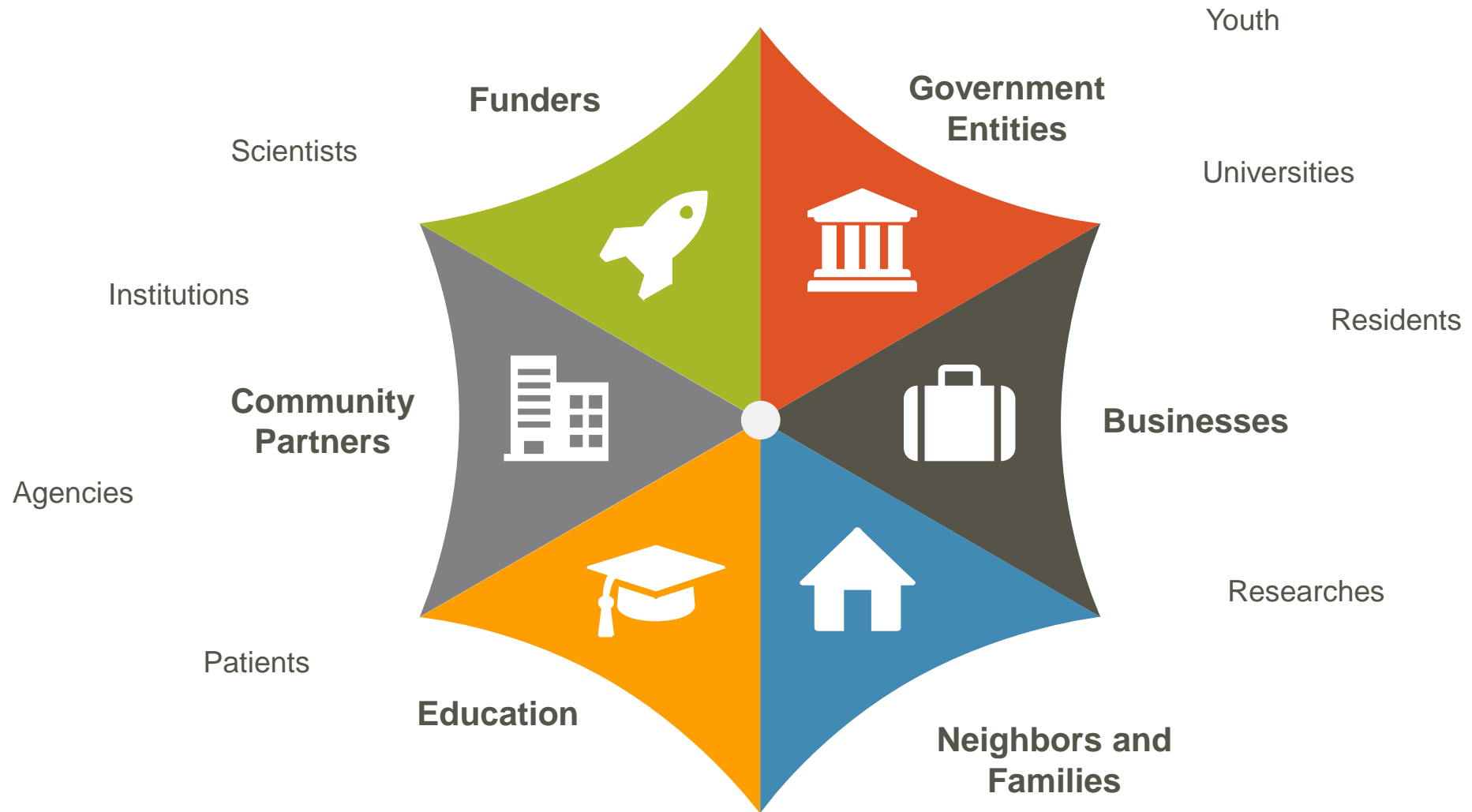- Disaggregated Data
- Demographic Factors
- Cyclical Factors

Force Field Analysis
- Consider the Restricting and Contributing Factors
- Bullet Point
- Prioritize the top 3-5

Partners

Who Has a Role to Play in Improving Progress?

Youth

Funders

Government Entities

Scientists

Universities

Institutions

Residents

Community Partners

Businesses

Agencies

Education

Neighbors and Families

Patients

Researches

What Works

What would work to Turn the Curve?

Promising /
Best Practices

Our best guess about what will work here in our community

Low Cost/No Cost

- This line of questioning can surface outdated assumptions.
- What is the role of clients and community residents?

Off the Wall

Suggest "off the wall" and outrageous ideas as well as researched best practices.

More information needed/
Research agenda

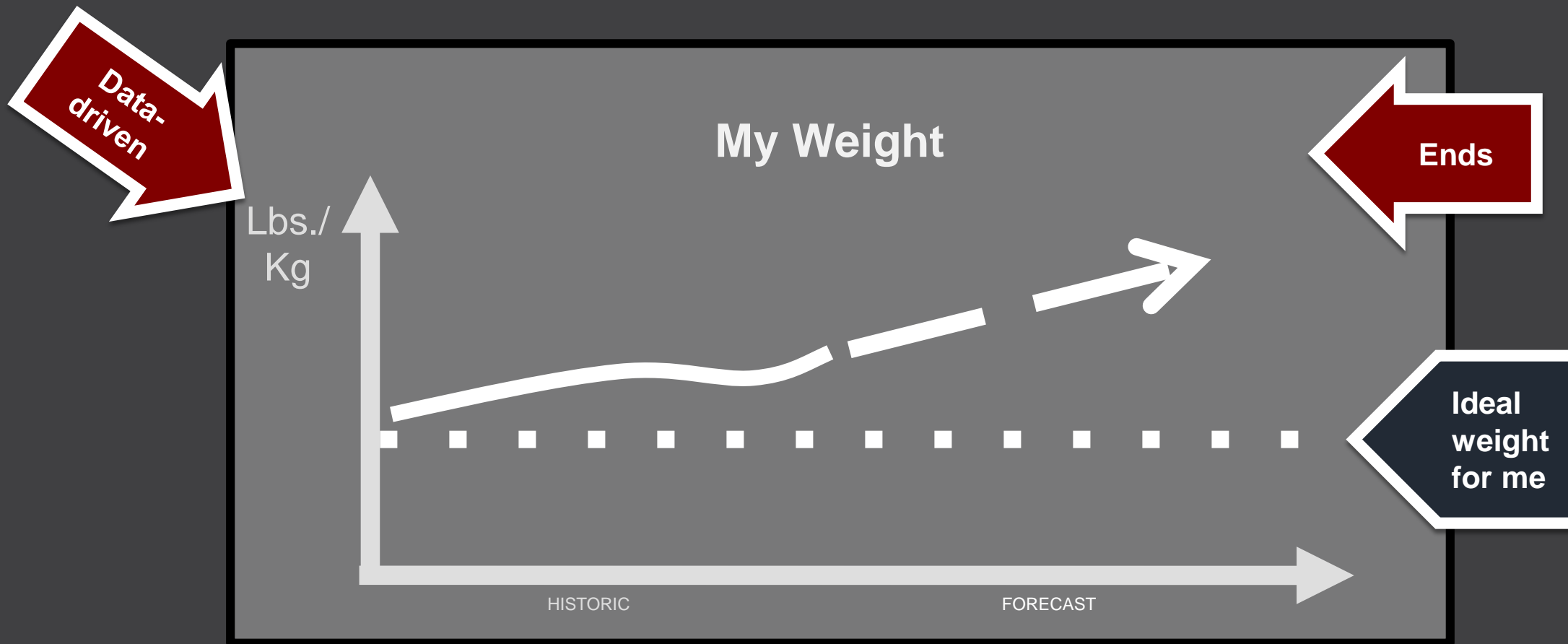What questions do you still have? What other information do you need?

Action Plan

What do we propose to do to Turn the Curve?

- What are our actions (in order of priority)?
  - Leverage (Addresses priority root causes in story behind the curve.)
  - Feasibility
  - Values (consistent with organization mission)
  - Specificity

- Be specific – Who, What, by When
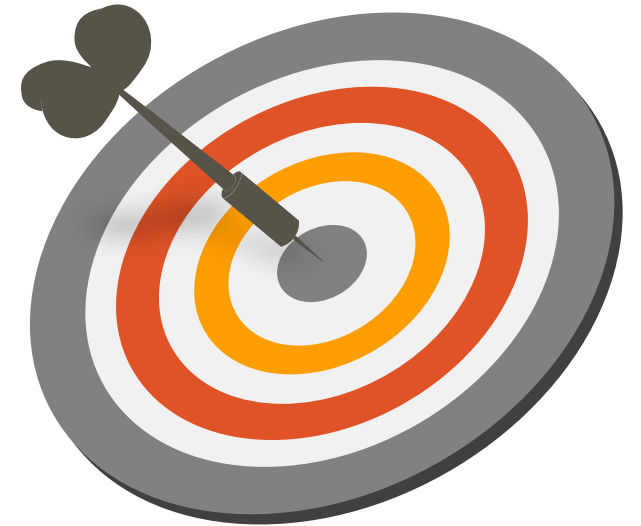
Health → MY WEIGHT

How am I doing? … And where am I headed?
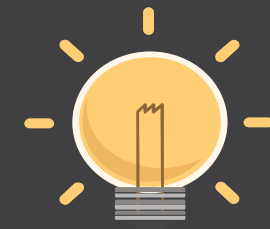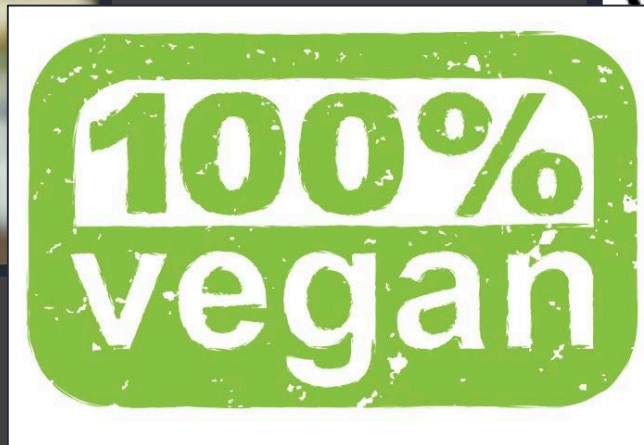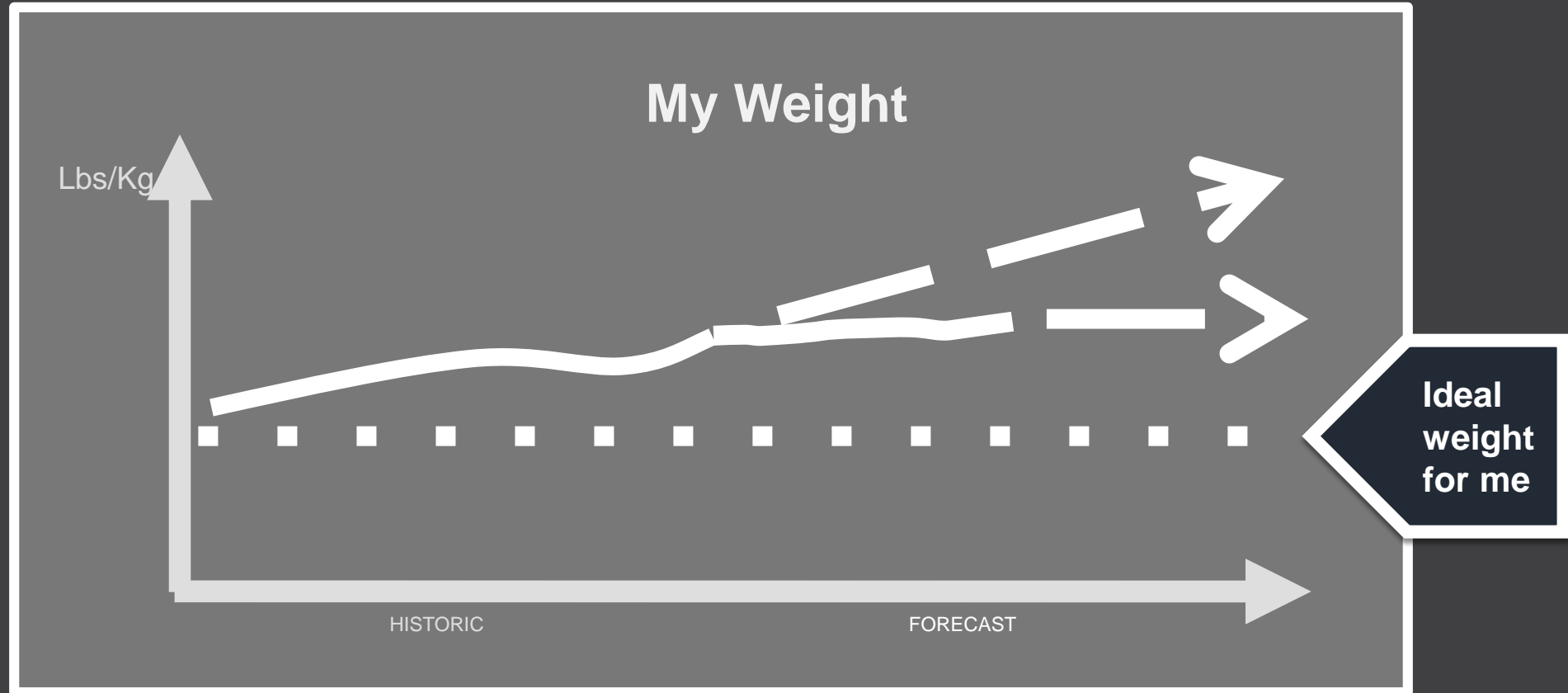
WHAT'S THE STORY BEHIND MY WEIGHT?

WHO CAN HELP?

What would work?

WHAT AM I GOING TO DO?

What would make the most difference … and is feasible?

Means →

MONTHLY MEAL PLAN

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

5:30p – 6:30p
Refine 31

Health → MY WEIGHT

How am I doing? … And where am I headed?

My Weight

Lbs/Kg

HISTORIC

FORECAST

Ideal weight for me

Turn the Curve ACTIVITY

- **Who are you?** Select a reporter & timekeeper
  - Geography- County/City/Neighborhood
  - What are your two hats?
- **Turn the Curve** Pick a Curve to work on
  - Describe the data
  - Forecast – Ask yourselves, "Is this okay?" If the answer is yes, pick a different curve

- **Story behind the baseline**
  - Causes/forces at work
  - Information needed
- **What works?**
  - What works/what doesn't
  - Each partner's contribution
  - No cost/low cost ideas
- **Report Out**
  - Baseline Story
  - 3 best ideas (include 1 no/low cost)

Turn the Curve WHO ARE YOU?

- Pick what community you represent. You can be a specific county, city or neighborhood in Texas.

- Each person wears two hats:
  - Their everyday role, and
  - One role from the list of potential partners. Only one person per role.

5 MINUTES

Turn the Curve PICK A CURVE

- Pick a curve to work on.

- Discuss the baseline and present at least one forecast of the path you are on if nothing changes.

- Ask yourself "Is this OK?" If the answer is "yes" then pick another curve.

5 MINUTES

Turn the Curve STORY BEHIND THE CURVE

- What's going on here?

- Why does the baseline look the way it does?

- What are the causes?

- What are the forces at work?

- As you try to answer this question keep a side list of things you would like to know more about. This is your information agenda.

15 MINUTES

Turn the Curve WHAT WORKS

- What do you think would work in this community to turn this curve?

- Make sure the discussion gets to what each partner could contribute.

- Make sure the ideas have sharp edges. Be specific.

- Make sure at least one idea is a no cost or low cost idea.

20 MINUTES

Turn the Curve REPORT OUT

- What curve did you choose?

- Who were the partners at the table?

- Choose three what works ideas to report.

- At least one reported item should be no cost low cost.

5 MINUTES

Turn the Curve *DEBRIEF*

- How many people think that at least one idea from their group could actually be done and would make a difference?

- What did you learn from this?

- What was hardest (most frustrating) about this work? Why?