



Presbyterian Support
Northern

Results Based
Accountability
(RBA)



Results Based Accountability

- RBA is a performance measurement framework designed by Mark Freidman, and further developed by Impact Research NZ, where key results are identified, categorised into quadrants and tracked across time.
- RBA model comprises a four quadrant matrix of results that are organised into:
 - Quantity
 - Quality
 - Effort
 - Effect



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RBA Factors – Family Works Northern

	Quantity	Quality
Effort	<p>QUAD 1 <i>How much we do?</i></p> <p>Number of clients Return Rate</p>	<p>QUAD 2 <i>How well did we do?</i></p> <p>Achieves Results Reliability Professional Services individually tailored We continually build relationships Family Works is strength based Our values underpin all we do</p>
Effect	<p>QUAD 3 <i>Is anyone better off?</i></p>	<p>QUAD 4 <i>% better off</i></p> <p>% Client well-being supported % clients with improved relationships % clients more optimistic % clients needs met % clients empowered</p>



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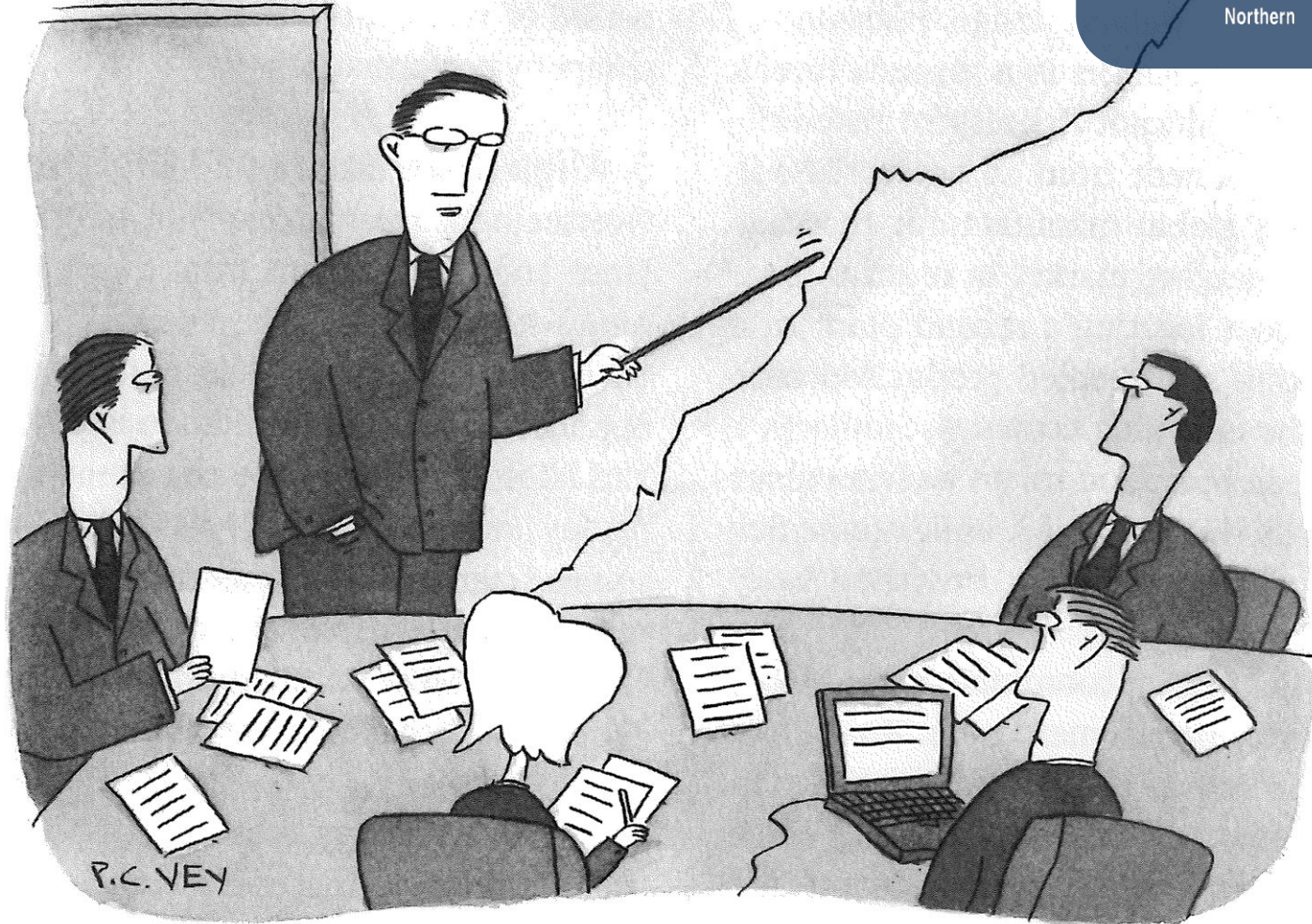
Snapshot thus far:

All Family Works Sites

		June 09	October 09	April 10	November 10
Quad 1: How much we did	# clients	399	317	339	291
	Return Rate	26%	35%	31%	32%
Quad 2: How well did the service perform?	Reliability	80%	85%	83%	86%
	Services individually tailored	79%	86%	86%	87%
Quad 4: % better off	Client well-being supported	68%	75%	67%	69%
	Clients more optimistic	65%	79%	70%	73%



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"If we go by this crack in the wall, things are going well."

Performance Management framework



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- Integrated planning cycle
 - Strategic plan
 - Annual plan
 - Service and team plans
 - Reports that reflect monitoring achievement
- Staff development and management
- Financial management
- Activity management
 - Client demographics
 - Service activity
 - Contract reporting
- Quality management
- Risk and issue management
- Audit – internal and external
- Robust governance and management practices, policies etc.

Clarity of organisation purpose and strategy



- Our vision – ‘A better Life for Everyone’
- Our mission – To make a difference for people and communities by:
 - *Making a positive impact on society by being resourceful, energetic and responsive organisation.*
 - *Working alongside those in need providing outcome based services.*
 - *Supporting people and communities by implementing life enhancing initiatives in conjunction with Presbyterian Parishes and Schools and others.*
 - *Improving social service outcomes through collaborative research and development.*
- We need the right reliable information to:
 - To know how we are going
 - To know how we can do better
 - To know our improvements are working



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Introduction of a framework for outcome measurement

- Our process began with a Results Mapping Model, which consists of a four tiered cascade of results, organized into four concentric circles, presented as a diagram of ‘result bubbles’.
- Each result described has a small number of measures to determine the degree to which it is achieved. Each measure requires information, which is collected and formulated into a report.
- These reports are constructed to inform analysis and evaluation, identifying where results are being achieved as expected and where improvement is required – which leads to actions to improve. Cycle continues with new measurement.

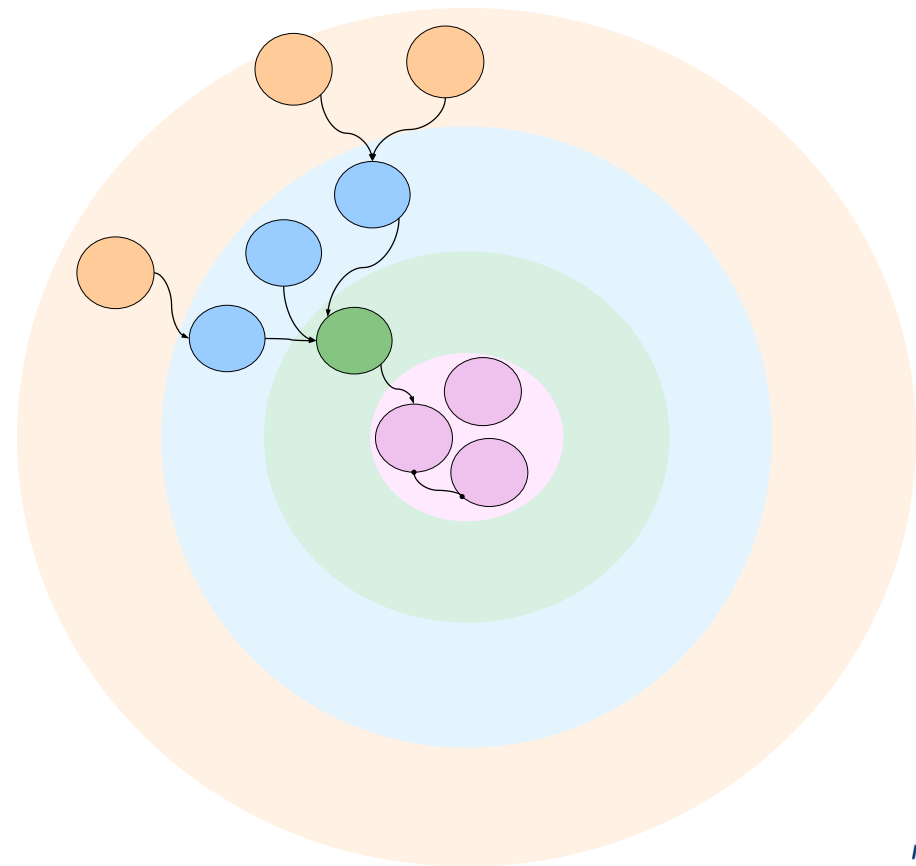
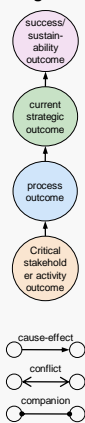
Results Mapping Model is displayed as a hierarchy of a four concentric circles is as follows:

- the inner (core) circle relates to vision / mission results (PINK)
- the second circle relates to divisional results (GREEN)
- the third circle relates to process results (BLUE)
- the outer circle relates to stakeholder results /outcomes (ORANGE).

Results Mapping bubbles



legend



Development of methodology



- Following developing draft results and their associated measures, PSN engaged a team of three experienced researchers /evaluators to evaluate the work done to date and to advise on the methodology and tools required for implementation. Key factors the evaluators examined were as follows:

i) *Generalisability* ii) *Credibility* iii) *Viability*
iv) *Affordability* v) *Utilisation*

- Research team interviewed sample of clients and staff
- Developed draft methodology to collect information
- Trialled with sample of clients
- Revised and provided a detailed outcome framework
- The Family Works client questionnaire consists of 33 questions, which is divided into the following three sections:
 - 9 questions about the family worker
 - 8 questions about the service
 - 16 questions about outcomes achieved
 - one page child's survey for family members aged 7-14 years



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Outline of methodology

- Surveys are run twice yearly to allow time for action plans to be implemented
- A sampling approach is taken to select 50% of each workers current caseload plus discharges in the last six months (each sample is representative of all clients in relation to ethnicity, service type). Clients who require more support are identified and Service Manager's provide assistance
- Introductory letters are sent four weeks prior to each survey
- For clients still in caseload , letters and surveys are hand-delivered by the worker. For all other clients, letters are posted & surveys are couriered
- Completed surveys returned to 'head' office
- Data entry & report generated, distributed to team managers

Reporting



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- Conducted four surveys to date: June 09, October 09, April 10, November 2010
- Family Works Response rates are: 26%, 35%, 31%, 32%
- Began compiling reports on a per question basis
- Have converted to a RBA reporting framework
- Using reports to evaluate services
- Using the reports to base actions to improve
- Using the reports to meet contract reporting requirements
- Using the reports to analyse trends



How survey questions link to RBA Factors

QUAD 1

How much we do?

Response Rate

QUAD 2

How well did we do?

Client Survey Questions

- 9 S/he is reliable
- 13 I have been able to keep a worker I like
- 4 My worker provides me with useful information and advice
- 5 I feel that my worker really understands my situation
- 15 The service was available at the time when I needed it

RBA Factors

- Reliability
- Services individually tailored

QUAD 4

% better off

- 19 I/we feel happier now and enjoy life more
- 21 I/we feel safer
- 26 I/we feel I/we cope better
- 33 I/we feel better about myself/ourselves
- 23 I/we feel more hopeful about the future
- 28 I/we recognise our problems sooner

- Client well-being supported
- Clients more optimistic

Beginning to analyse trends



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All Family Works Sites (all four surveys)				
		Maori	Non Maori	
Quad 1: How much we did	# clients	489	857	
	Return Rate	31%	30%	1%
Quad 2: How well did the service perform?	Reliability	81%	84%	(4%)
	Services individually tailored	85%	83%	2%
Quad 4: % better off	Client w ell-being supported	75%	67%	8%
	Clients more optimistic	75%	69%	6%

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