

I. INTRODUCTION

What is Results-Based Accountability™?

Results-Based Accountability™ (“RBA”) is a *disciplined way of thinking and taking action* used by communities to improve the lives of children, families and the community as a whole. RBA is also used by agencies to improve the performance of their programs.

How does RBA work?

RBA *starts with ends and works backward, step by step, towards means*. For communities, the ends are conditions of well-being for children, families and the community as a whole. For example: “Residents with good jobs,” “Children ready for school,” or “A safe and clean neighborhood” or even more specific conditions such as “Public spaces without graffiti,” or “A place where neighbors know each other.” For programs, the ends are how customers are better off when the program works the way it should. For example: The percentage of people in the job training program who get and keep good paying jobs.

Why use RBA?

RBA improves the lives of children, families, and communities and the performance of programs because RBA:

- gets from talk to action quickly;
- is a simple, common sense process that everyone can understand;
- helps groups to surface and challenge assumptions that can be barriers to innovation;
- builds collaboration and consensus; and
- uses data and transparency to ensure accountability for both the well being of children, families and communities and the performance of programs.

What is the RBA Guide?

The RBA Guide is a tool for leading or facilitating a group in the use of RBA in decision making. The RBA Guide is designed to be used as a roadmap with which to navigate the complete RBA decision-making process, step-by-step.

II. THE RBA “TURN-THE-CURVE” TEMPLATE

This template is an overview of the step-by-step RBA “turn-the-curve” decision-making process.

1

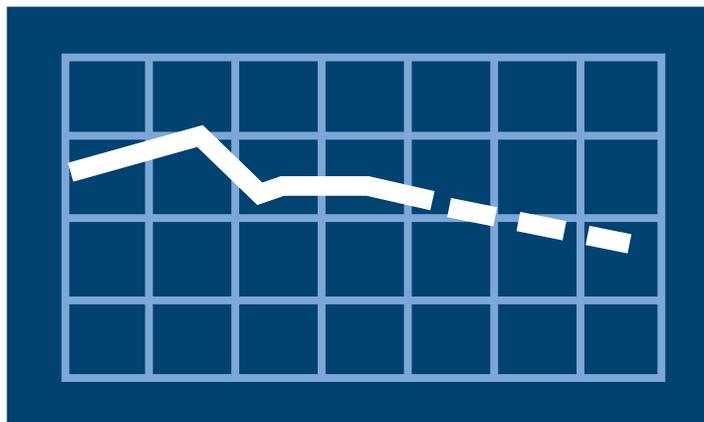
What is the “end”?

Choose either a result and indicator or a performance measure.

2

How are we doing?

Graph the historic baseline and forecast for the indicator or performance measure.



3

What is the story behind the curve of the baseline?

Briefly explain the story behind the baseline: the factors (positive and negative, internal and external) that are most strongly influencing the curve of the baseline.

4

Who are partners who have a role to play in turning the curve?

Identify partners who might have a role to play in turning the curve of the baseline.

5

What works to turn the curve?

Determine what would work to turn the curve of the baseline. Include no-cost/low-cost strategies.

6

What do we propose to do to turn the curve?

Determine what you and your partners propose to do to turn the curve of the baseline.