

# **RBA Implementation Self Assessment** for Government and Nonprofit Organizations

## **1. Language Discipline (10)**

- a. Has your group or organization adopted a common language using the Tool for Choosing a Common Language or some other method? Does this common language allow you to clearly distinguish population and performance accountability? (7)
- b. Can you crosswalk your language usage to that of your funders and other partners? (3)

## **2. Population Accountability (30)**

- a. Has your organization identified one or more population level results or conditions of well-being stated in plain language to which your work contributes? (5)
- b. Have you identified the 3 to 5 most important indicators for each of these results? (5)
- c. Have you created a baseline with history and a forecast for each of these measures? (5)
- d. Have you analyzed the story behind these baselines? (5)
- e. Do you have a written analysis of what it would take to turn these conditions around at the national, state, county, city or community level? (5)
- f. Have you articulated the role your organization plays in such a strategy? (5)

## **3. Performance Accountability (45)**

- a. Has your organization established the 3 to 5 most important performance measures for what you do, using the performance accountability categories *How much did we do? How well did we do it? Is anyone better off?* (5)
- b. Have you created a baseline with history and a forecast for each of these measures? (5)
- c. Do you track these measures on a daily, weekly, monthly or quarterly basis? (10)
- d. Do you periodically review how you are doing on these measures and develop action plans to do better using the performance accountability 7 questions? (10)
- e. Have you adapted your management, budget, strategic planning, grant application, and progress reporting forms and formats to reflect systematic thinking about your contribution to population conditions and your organization's performance? (5)
- f. Are the population and performance baseline curves you are trying to turn displayed prominently as one or more charts on the wall? (5)
- g. Have you identified an in-house expert to train and coach other staff in this work? (5)

## **4. Bottom line Quality of Service (15)**

- a. Considering case mix difficulty, are you doing well or poorly on the most important *Is Anyone Better off?* measures compared to others? (Others = comparable providers, industry benchmarks, or reasonable targets or standards) (5)
- b. How are you doing on the most important *How well did we do it?* measures compared to others? (Others = comparable providers, industry benchmarks, or reasonable targets or standards) (5)
- c. Have you turned any curves? (5)

## **5. Bonuses and Penalties (-20 to +10)**

- a. Research and Evaluation Bonus: Do you have (recent i.e. less than 3 to 5 yrs. old) research or evaluation evidence that shows your services cause improvement in customers' lives as shown by *Is Anyone Better off?* measures? Yes = plus 10 No = 0
- b. Skimming Penalty: Is there any evidence that you are skimming easy customers in order to increase success rates on *Is Anyone Better off?* measures? Yes = minus 10 No = 0
- c. Unit Cost Penalty: Given the intensity of your services are your unit costs per customer in line with other providers in the field? Yes = 0 No = minus 10