DESERT HEALTHCARE
DISTRICT & FOUNDATION

Results-Based Accountability Scorecard

Results-Based Accountability (RBA) is a data-driven, decision-making process to streamline reporting and offers a straightforward approach to effectively measuring program-level or population-level performance. RBA starts with ends and works backward, towards means. A scorecard is a visual accountability tool that supports the results-based accountability framework and tracks the corresponding data.

What is a Scorecard?

A scorecard is a visual accountability tool that allows organizations to easily share out program or population-level performance. Additionally, a scorecard is a dashboard on which scorecard objects are placed and trends are shown with a goal of reporting and presentation. The four objects that comprise a typical scorecard are results, indicators, programs, and performance measures. Results and programs are directly linked to a scorecard. Indicators generally appear on the scorecard as a measure of a result, and performance measures appear on the scorecard as a measure of a program.
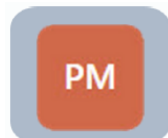
Scorecard Key:

R A result is a condition of well-being for children, adults, families, communities, or environment.

Answers the question: What do we want?

I An indicator is a measure that helps show the progress in achieving a desired result.

Answers the question: How are we doing?

PM A performance measure is a measure of how well a program, agency or service system is working.

Answers the question: Is anyone better off?

P Any government, system, organization, or program providing services and/or resources to a set of customers.

Trend Indicators:

- A green arrow in the Current Trend column shows a change has occurred in the desired direction. The "Actual Value" figure represents a change from the previous reporting period.

- A red arrow in the Current Trend column shows a change has occurred in an undesired direction. The "Actual Value" figure represents a change from the previous reporting period.

Source: www.clearimpact.com