

Overview of Results-Based Accountability™ in the Fairfax County Health and Human Services System

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What is Results-Based Accountability™?

Results-Based Accountability™ (RBA) is an approach of conducting decision making, strategic planning, and program management with a focus on customer outcomes. Key components of RBA include identifying the quality of life we want in our communities and the impact of our work on customers. RBA shifts conversations from what is currently being done (means) to what should be done in order for customers to be better off (ends). Through the RBA approach, organizations identify and measure “how much” work is done; “how well” work is completed; and whether customers are “better off” as a result of efforts. By starting with the ends or outcomes that an organization wants to achieve, employees and stakeholders at all levels are able to contribute and share accountability for outcomes.

Why Utilize the Results-Based Accountability™ Approach?

Fairfax County Health and Human Services (HHS) adopted the Results-Based Accountability™ (RBA) approach to measure performance across the system, foster joint accountability, and collectively strengthen programs and services. The RBA approach is an ongoing management tool to monitor performance at the program, agency and system level. The use of RBA therefore helps HHS executives understand where greater efforts are needed to improve customer results.

How was it Launched?

Using RBA as a way to monitor performance, the Fairfax County HHS system works to improve customer outcomes in six focus areas as well as the performance of system-level infrastructure:

- ❖ [Connected Individuals](#)
- ❖ [Positive Living for Older Adults and Individuals with Disabilities](#)
- ❖ [Economic Self-Sufficiency](#)
- ❖ [Successful Children and Youth](#)
- ❖ [Healthy People](#)
- ❖ [Sustainable Housing](#)

Utilizing the RBA approach, performance plans were developed throughout the HHS system at the program level. Key performance measures from these plans were compiled to monitor results at the system level in the six focus areas.

The [Health and Human Services Report Card](#) includes system indicators that measure the impact of work across the HHS system on individuals and families served. The report card is designed to be transparent, used to identify returns on investment and facilitate continuous improvement in the HHS system. In addition, the report card and RBA approach enhance communications about outcomes to staff, managers and decision-makers throughout Fairfax County as well as to community partners who contribute to the desired HHS system outcomes.