



Turn the Curve Thinking

1. What is the story behind the curve?

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2. Who are the partners who have a role in turning the curve?

Results Report on Qualtrics

How to Do Turn the Curve Thinking

This section provides information about Turn the Curve Thinking

Performance Measures and Fidelity Measures

tell us if a program is working or
not and the

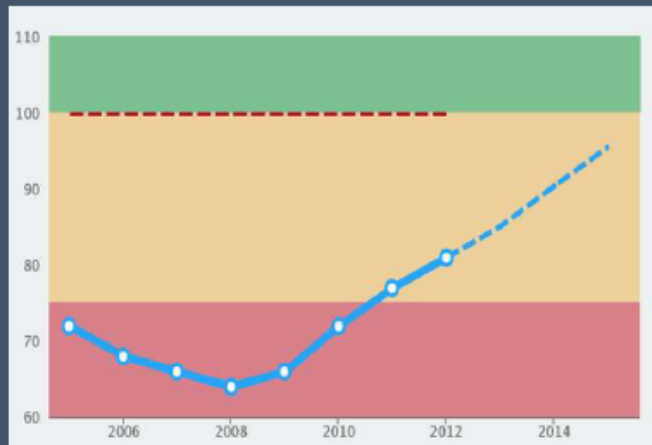
Turn the Curve Thinking

process guides our thinking about
how to improve it

Turn the Curve Thinking

Results-Based Accountability

In a Nutshell



2 Kinds of Accountability

Population and Performance



3 Kinds of Performance Measures

How Much, How Well, Better Off

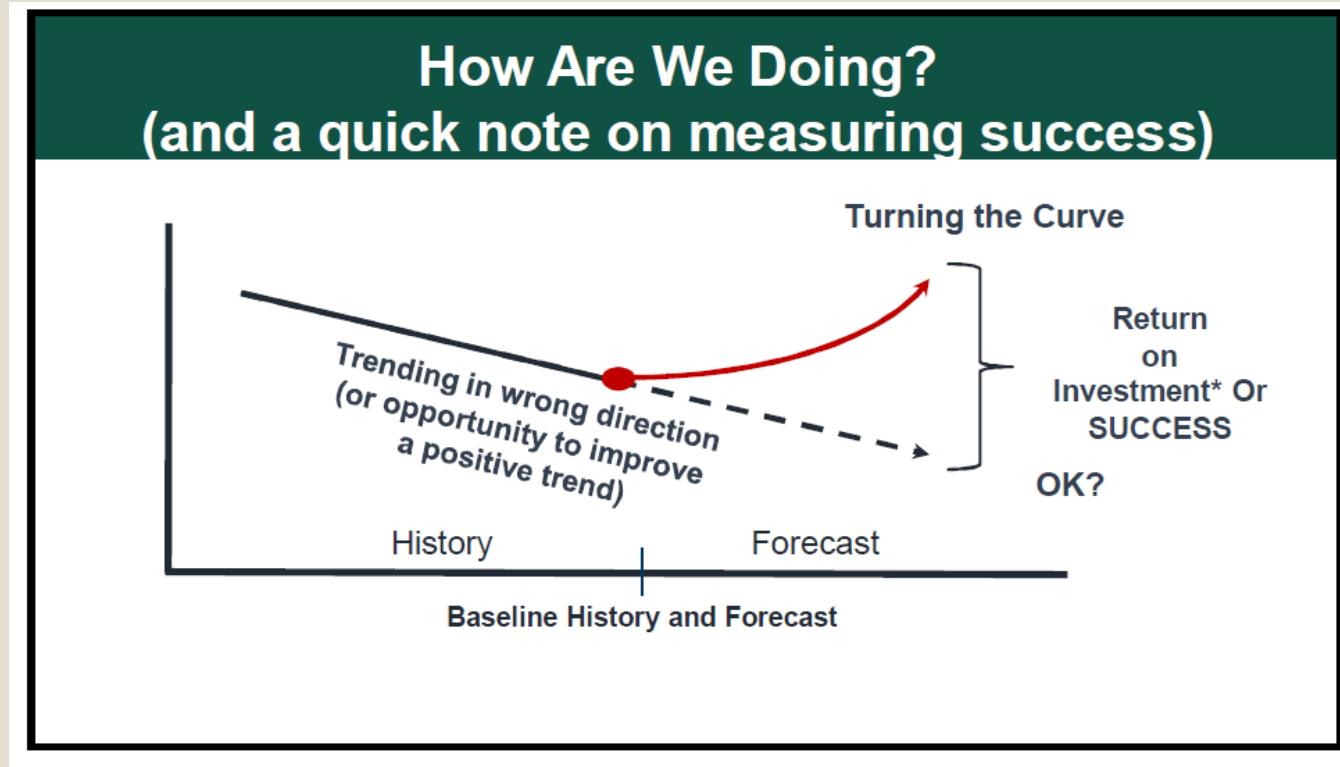


5 Core Questions to Turn the Curve

Baseline, Story Behind the Curve, Partners, What Works, Action Plan

Turning the Curve Thinking asks 5 questions. This is the process that RBA uses to get from ends to means to improve programs.

Turn the Curve Thinking

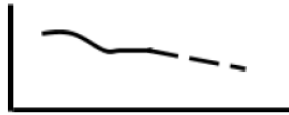


For any of your Performance Measures or Features from the Fidelity Measures, if you see a trend line going in the wrong direction, you can “turn the curve.” For the SHPG, just use the available data (PMs and Fidelity) plus what you know about your program from your experience, your expertise, etc.

Turn the Curve Thinking

› **How are we doing?**

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



› **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.

› **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.

› **What works to turn the curve?**

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

› **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.

Here is the process- With your partners involved in the SHPG, convene a meeting and discuss these 5 questions. This information will be entered into the Results Report. Remember- RBA recommends starting with the “ends” in mind, which will help to improve the “means” (e.g. service, trainings, etc.)

Turn the Curve Thinking

5 Whys Worksheet

What is the story behind the curve? Define the problem (precise problem statement):

Why is it happening?

1. → Why is that?

↓

2. → Why is that?

↓



3. → Why is that?

↓

4. → Why is that?

↓

5.



As you process through the “whys,” focus on alterable variables.
If the last answer is something that you can’t control, go back up to the previous answer.

As an option, use this ‘5 Whys Worksheet’ to conduct a root-cause analysis when considering the question, ‘what is the story behind the curve?’

Turn the Curve Thinking

Action Plan

- What are our actions (in order of priority)?
- Criteria for selecting an Action Plan
 - ✓ **Leverage** → Addresses priority root causes in story behind the curve.
 - ✓ **Feasibility**
 - ✓ **Values (consistent with shared values)**
 - ✓ **Specificity**

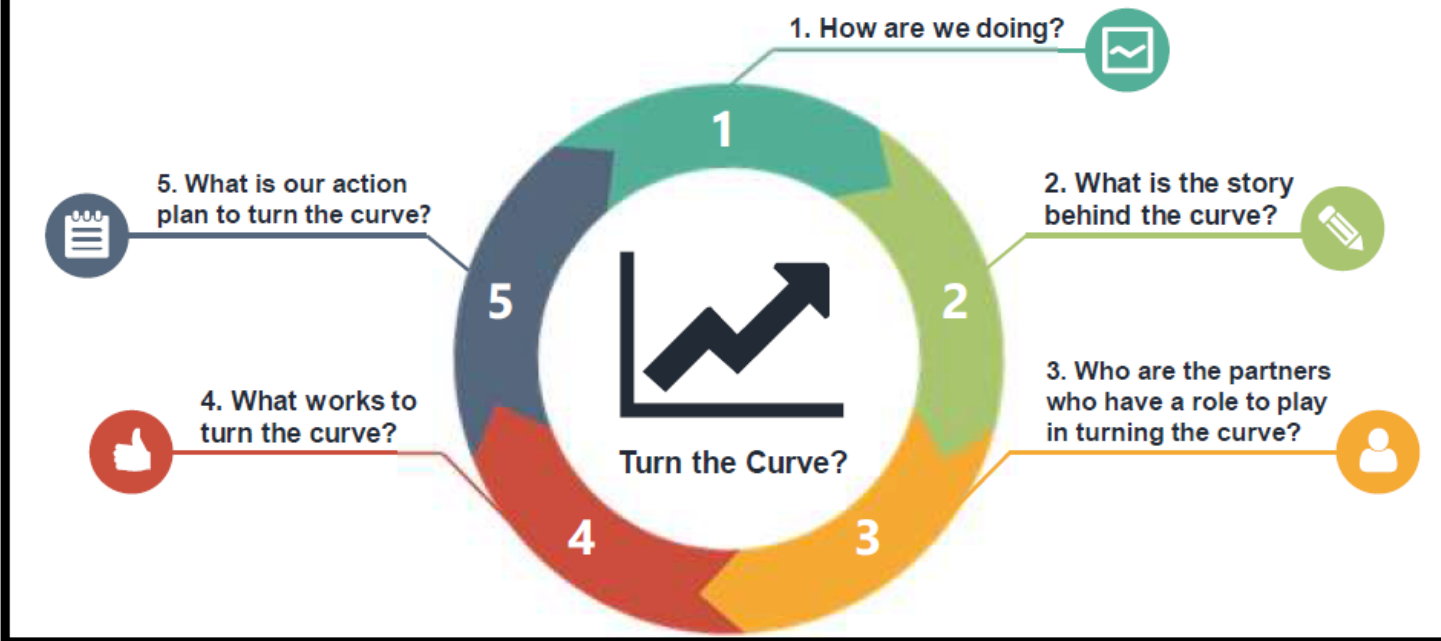


The question, ‘what do we propose to do to turn the curve?’ leads to action plans to improve your services, trainings, etc. RBA suggests some useful criteria to consider to help ensure that you successfully “turn the curve.”


Important Details for Mid-Year and End-of-Year Reporting

- Conduct two “Turning the Curve Thinking” processes on any of your Performance Measures or Features from the Fidelity Measures
 - For the best implementation of this process, update the ones that you used for your mid-year reporting
- Schedule time with your team to do Turn the Curve Thinking before mid-year and end-of-year reports are due
- Enter notes from the process (the five questions) into the Results Report

Turn the Curve Thinking



To conclude this section, here is a summary of Turning the Curve Thinking.



“Do the best you can
until you know better.
Then, when you know
better, do better.”

- Maya Angelou