Results-Based Accountability Guidelines for Nonprofit Agency:
Report Card Development

Nonprofit organizations and community groups are increasing interested in developing Results-Based Accountability (RBA) report cards like those presented to the Appropriations Committee of the Connecticut General Assembly. This checklist supplements the Explanation of RBA Report Card Elements and is intended to provide a quick reference of the necessary steps in the development and content of these report cards.

Here is the process for developing report cards for program or initiatives run by nonprofit organizations or community groups.

1. Identify members of the agency staff who should have input into the report card for the selected program. This should include staff associated with the program itself, but may also include other budget, data analysis, and policy staff. Although program staff should be involved in developing the report card, the executive leadership of the agency is ultimately responsibility for the report card and should be in a position to present and discuss the report card.
2. Start by developing a result statement to which your program that makes its major contribution. Remember, the result statement is about the quality of life desired for the entire population; it is not about you or any of your services. If your program is funded by a state agency, check to see if the agency has already developed a relevant result statement for its RBA reporting; if so, you will probably want to start with that result statement or at least make sure that your own result is compatible with that of the agency.
3. Describe how the program contributes to the result. Include some description of which services and activities help bring about the desired change.
4. Identify the partners that have an important role to play in improving the program or leveraging the program's contribution to the result.
5. Present no more than one important "How Much" measure, a measure that shows how many customers you have served or services you have delivered. Provide the demographics and characteristics of these customers if relevant.
6. Present one or two important "How Well" measures, measures that show how well your agency is operating the program.
7. Present one or two important "Better Off" measures, measures that show whether customers are better off after receiving program services or as a result of program activity.
8. For each measure, provide a brief narrative (in the space allowed in the report card template) explaining the story behind the baseline. This should focus on your

diagnosis of why performance is where it is for the measure. You should also explain any problems with the data. Do not merely describe what the chart shows unless there is a need to clarify something.

9. Using one of the arrows, indicate whether for each measure the trend is going in the right direction ▲ or the wrong direction ▼, or if the trend is flat or there is no trend ◄►.
10. In the last column of the report card, identify a small number of actions you will take to improve program's performance or mitigate the effect of budget cuts on your program; include low-cost or no-cost actions or reallocation of existing agency resources. These actions should respond to the diagnosis presented in the stories behind the baselines.
11. Use the Data Development Agenda in the last column to list new or improved data that you intend to develop for any of your existing measures or for new measures that are needed.