

RBA/OBA Least Harm Cutback Exercises

Exercise 1: Least Harm to Quality of Life: Population Accountability

1. Identify a population outcome that your organization contributes to. (Use ECM, Older Persons or National list)
2. What is your organization's role in improving/achieving this outcome?
3. What do you do that causes the greatest contribution?
4. What do you do that causes the least contribution? (Least harm cut candidates)
5. How could you fulfill this role by changing what you do or how to do them with existing resources? with reduced resources?
6. How could you be a leader in helping your partners improve outcomes with existing resources? with reduced resources?

Exercise 2: Least harm to customers' quality of life: Performance Accountability

1. Identify one service.
2. Identify the primary customer group.
3. What are you doing that is most effective in improving the lives of your customers?
4. What is least effective? (Least harm cut candidates)
5. How could you work differently to produce the same effect?
6. What partners do you need who are not currently engaged?
7. How could you work differently with new or existing partners to make a difference in the lives of your customers?