Justify Your Budget Request with Tested Strategies!

The 2004 National Summit on

Performance & Cost Management Innovations

for Law Enforcement Agencies

March 11-12, 2004 • The Performance Institute • Arlington, VA



Presented by:

Law Enforcement Development Center

In association with:

The Performance Institute

I.M.P.A.C.T. GROUP

IMPROVING MANAGEMENT AND PROFESSIONALISM THROUGH ASSESSMENT, COURSE DESIGN AND TRAINING

✔ ***Link Law Enforcement Resources to Results***
Implement a Performance Measurement System to Align Your Budget

✔ ***Achieve Cost Efficiencies***
Utilize Performance-Based Budgeting in Your Agency to Maximize Operational Effectiveness and Achieve Results

✔ ***Assess, Enhance, and Re-Allocate Resources***
Acquire the Latest Techniques to Successfully Evaluate and Institute Performance-Based Protocols and Procedures into Your Project

✔ ***Comply with Government Management Statutes***
Conduct Operational Assessments and Analyses to Improve Law Enforcement Protocol and Optimize Spending

✔ ***Improve Accountability to Citizens***
Customize and Prioritize Services to what Your Community Wants through Workforce Assessments and Human Capital Plans

Improve Departmental Efficiency!

Budgets are Getting Tighter
Learn How to Do More with Less!

Enhance Performance and Achieve Cost Efficiency with Department Funds

Meet the Challenge of Rising Citizen Expectations and Tight Budget Constraints

Who Should Attend:

- Law Enforcement Officials
- Law Enforcement Managers
- Law Enforcement Supervisors
- Recruitment/ Human Resource Staff
- Professional Standards Staff
- Budget Officers
- Strategic Planners
- Research and Planning Staff
- Administrative Staff
- Accountants
- City Planners
- City Managers

Dear Fellow Law Enforcement Professional,

The current budget situation facing federal, state, and local governments presents enormous challenges for law enforcement agencies nationwide. Due to the current budget crisis, law enforcement agencies need to improve performance while using fewer financial resources. Prerequisites for law enforcement funding have become increasingly based on demonstrable results in areas that are difficult to measure through conventional methods.

To ensure that your agency is equipped to tackle these budget restraints and to provide your department with the latest innovations in performance and cost management, you are invited to *The 2004 National Summit on Performance and Cost Management Innovations for Law Enforcement Agencies* March 10-12 in Arlington, VA.

Justify Expenditures and Secure Your Funding

If you cannot validate the need for different types of funding, your agency may run the risk of having funds yanked out from under you. Failure to demonstrate tangible outcomes from law enforcement funding can result in public criticism of your management strategy. Sessions in this conference are designed to help you map out a plan to justify your expenditures. You will be trained to link resources to results and consequentially save agency dollars through the use of best practices in performance measurement, activity-based costing, workforce assessments and competitive sourcing.

Build Management Capacity and Demonstrate Results

Failing to maintain proper fiscal responsibility when managing federal, state, and local funding can result in a loss of resources that may jeopardize the safety of your community. Assuring that you agency's performance and its financial accounting methods are based on solid management practices and strategies can solidify your department's financial landscape. Learn how to build your financial management infrastructure to support performance-based budgeting and examine how law enforcement agencies use this methodology to defend expenditures, reallocate resources, provide savings, improve services, and to make results-driven decisions.

Achieve Cost-Efficiencies with Limited Resources

In this demanding environment of budget battles and shifting crime trends, law enforcement executives must manage resources with ever-increasing precision in order to meet the growing needs of the community while dealing with the burden of budget limitations. To help law enforcement administrators meet these challenges, our expert faculty will provide proven strategies for targeting crime trends and resources, designing workforce and operations assessments, and devising human capital plans.

I hope that you will join us as we spotlight new methods and techniques to manage cost and measure performance in law enforcement. Space will be limited for this event, so be sure to contact us right away. Please register today by calling 703-894-0481 or visit us online at www.performanceweb.org.

Sincerely,

Patrick G. Henry IV
Director
Law Enforcement Development Center
The Performance Institute



Day One: March 11, 2004

Measuring Law Enforcement Performance

8:30 Registration and Continental Breakfast

9:00 Keynote Address: Performance and Cost Management Innovations for Law Enforcement: A Comprehensive Framework

This keynote address will present a complete look at effective and demonstrable performance measurement and management for law enforcement agencies using the Logic Model methodology of performance management. This overview will provide you with the framework necessary to plan, manage, and budget for bottom-line results. Time will be devoted to covering the five key components to successful government management applying the government Logic Model framework.



- **Competitive Sourcing:** Determine the "best-value" competition process to assess the cost effectiveness of outsourcing agency functions
- **Performance Budgeting:** Adopt a comprehensive and integrated approach to Performance Budgeting to identify critical success factors
- **Information Technology:** Create an enterprise architecture supported by web functions to facilitate citizen-centered law enforcement functions
- **Human Capital Management:** Align agency human capital plans with mission, goals and organizational objectives
- **Financial Management:** Achieve sound money management strategy to maximize funding

Carl DeMaio, President, The Performance Institute

10:30 Break

10:45 Show Me The Measures! A Tour of Performance Measures Used in Law Enforcement Nationwide

- Model performance indicators from federal, state, and local agencies and overcome the challenge of applying performance measures to law enforcement, including case studies and successful outcomes
- Discover the ten principles of performance management in law enforcement
- Assess the impact of performance measures on management and agency performance

Patrick Henry, Director, Law Enforcement Development Center

11:30 Strategic Planning for Law Enforcement

- Link performance measurement and strategic planning
- Tie agency operations to useful performance metrics to enhance decision-making capabilities
- Evaluate performance reporting to ensure data accuracy

Bob Hubbard, Director, Office of Strategic Management, Prince George's County (MD)

12:15 Luncheon

1:15 Tracking Performance: Link Performance Measurement to Departmental Accountability

- Discover the relationship between metrics and accountability in your department
- Gain agency-wide acceptance for linking performance to accountability
- Implement proven best practices for accountability in your agency

Angela West, Professor, University of Louisville

2:15 Employee Performance Evaluations

- Make employees aware of what is expected of them and how they measure up to those expectations
- Have a positive impact on employee performance by directing employees toward higher performance standards
- Empower your workforce to effectively contribute to the success of your agency and to help the department avoid legal trouble

Dave Murray, Major, Clay County (FL) Sheriff's Office

3:15 Break

3:30 Reporting and Tracking Performance: Tested Strategies and Tactics

- Measure and track agency performance in key categories with field tested strategies
- Create measures that can demonstrate the movement of trends in your vital services
- Customize your performance measurement system to fit needs and goals of your agency-play to your strengths and identify your weaknesses

Teresa Guerrero-Daley, Independent Police Auditor, City of San Jose (CA)

4:30 Adjourn

Day Two: March 12, 2004

Budgeting for Performance in Law Enforcement

8:30 Continental Breakfast

9:00 Best Practices: Performance-Based Budgeting for Law Enforcement

- Adopt a comprehensive and integrated approach to Performance Budgeting and identify critical success factors for law enforcement
- Select and align goals and measures for inclusion in the budget formulation process
- Implement cost accounting and budget execution with Performance Budgeting

*Robert Crouse, Professor, University of Louisville**

10:00 Break

10:15 Cost Management from the Federal Perspective

Saving agency dollars through Activity-Based Costing and Cost Allocation

- Learn why Activity-Based Costing is being used at the Bureau of Land Management
- Study potential benefits and uses of Activity-Based Costing
- Apply lessons learned from the implementation process

Betty Buxton, CFO, U.S. Bureau of Land Management/Department of Interior

"Getting the performance measures for federal law enforcement right is difficult, but the risks of getting them wrong are serious."

—United States Department of Justice



11:00 Cost Management for State and Local Agencies

Making the most of your agency dollars with Activity-Based Costing and Cost Allocation

- Benefit from Activity-Based Costing at the state and local level
- Explore the various applications of Activity-Based Costing in Law Enforcement
- Share the lessons learned from agencies already using Activity-Based Costing

Jo Anne Noble, Director for Staff Development, Texas Department of Agriculture

11:45 Luncheon

1:00 Cost Management Workshop

This workshop presents a valuable opportunity to draw all of the cost innovations developed over the two day conference into one cohesive framework. Such structure at the conclusion of the conference will help you to bring the whole package back to your agency and foster a seamless integration between standing protocol and these new processes. Additionally, Les Poole will bring to the table further strategies and applications to streamline your department and get more for your budget dollar. Key concepts from this workshop will allow you to:

- Determine the effectiveness of your organization. Establish what to measure, how to measure it and why it needs to be measured
- Discover what you need and don't need based on budget priorities and calls for service assessments
- Apply innovations in streamlining operations
- Improve managerial accountability through a comprehensive team-building model with standards and accountability
- Utilize community input and data gathering

Les Poole, Commander, A/Director of Police Personnel, Metropolitan Police, New Scotland Yard, London (ret'd)

4:00 Adjourn

*Invited Speaker

Attending this Conference will Help You:

1. Assess your management strategy
2. Devise performance measures
3. Budget for success
4. Implement proven strategies
5. Demonstrate your results



Bring This Program In-House

The Performance Institute offers customized one-, two-, and three-day educations programs to local, state and federal law enforcement agencies that wish to train staff members in their own facility. In-house training provides a curriculum tailored specifically to your office, program, or agency in a cost-efficient way. Using the Logic Model and other cutting-edge tools and strategies, our experts will work with you to produce practical, efficient performance measures every step of the way. If you'd like, your existing performance measures and performance plans can be analyzed and built upon during the training. Not only will your staff complete the training with a set of viable measures that can be implemented immediately, but with the tools to adapt and evolve, and ultimately create new, highly useful measures on their own. For more information about the in-house training options available to you, please call Shawn Keeley at 703-894-0481 or e-mail him at Keeley@performanceweb.org

Venue:

The 2004 National Summit on Performance & Cost Management Innovations for Law Enforcement Agencies will be held at The Performance Institute in Arlington, VA, just one block east of the Courthouse Metro stop on the Orange Line. A public parking garage is located inside the building. Plus, continental breakfast and catered lunch will be provided for all delegates.

The Performance Institute
1515 N. Courthouse Rd, Suite 600
Arlington, VA 22201
703-894-0481

Hotel Information:

The Performance Institute is located just two blocks from the Quality Courthouse Hotel and Hilton Garden Inn, where a limited number of rooms have been reserved at discounted rates ($129 for the Quality Courthouse and $159 for the Hilton Garden Inn). Please call the hotel to make reservations and be sure to ask for the Performance Institute conference rate.

Hilton Garden Inn
1333 N Courthouse Rd
Arlington, VA 22201
703-528-4444

Quality Courthouse
1200 N Courthouse Rd
Arlington, VA 22201
703-524-4000

Exhibiting and Sponsorship Information:

To learn more about exhibit and sponsorship opportunities at the Performance Institute educational seminars and conferences, please contact Shawn Keeley at 703-894-0481.

Tuition Rates:

The tuition fee for *The 2004 National Summit on Performance and Cost Management Innovations for Law Enforcement Agencies* is:

Conference:	$995
Cost Management Workshop	$395

Group Discounts:

For more information on group discounts, please call Shawn Keeley at (703) 894-0481 or e-mail him at Keeley@performanceweb.org

Administrative note: A 10% cancellation on registration will be assessed if you cancel less than 3 weeks from the date of the event. As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Performance Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program.

Free Subscription to Institute Research:

The Performance Institute serves as the nation's leading repository of thoroughly researched, documented, catalogued and peer-reviewed "best practices" in a multitude of government management issue areas. Each month, the Institute publishes its research through a variety of e-mail publications. To subscribe to the Institute's newsletter on Law Enforcement Innovations, e-mail your complete contact information to: LawEnforcement@performanceweb.org. For more information on the Institute's government programs and services, visit us on the Internet at www.performanceweb.org.



The Performance Institute
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Suite 600
Arlington, Virginia 22201

The 2004 National Summit on Performance & Cost Management Innovations for Law Enforcement Agencies

Call (703) 894-0481, Fax This Form To (703) 894-0482 or visit www.PerformanceWeb.org

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