Generate Results from Your Performance Measures in Government

Bring Along Your Agency's Measures

2003 Government Best Practice Forum

Show Me the Measures!

Using the Logic Model Approach to Devising, Implementing and Managing Model Performance Measures



July 23-25, 2003
Arlington, VA

Hands-On Application of the Logic Model

Presented by:

The Performance Institute

Logic-Model Your Way to Key Performance Measures

Get hands-on application and implementation training on the Government Performance Logic Model

Review "Best-in-Class" Performance Measures for Government

Return to your office with a set of "best-in-class" measures designed to improve your program's performance

Using the Logic Model to Integrate Management Functions

Coordinate your contracting, human resources, information technology and budgeting activities with common performance measures

Design and Implement a Performance Measurement System

Overcome management deficiencies by developing a reliable system to measure performance and accountability

Align Performance Measures with PMA Initiatives!

"WHAT GETS MEASURED GETS DONE"

But Are You Using the Right Measures?

Five Reasons to Attend this Conference:

1. **Craft** effective performance measures for your mission and cross-cutting functions
2. **Balance** measures across all five PMA initiatives
3. **Implement** the Logic Model framework to manage performance
4. **Gain** hands-on expertise in managing and implementing effective measures
5. **Integrate** new measures into strategic plan and budget requests for your program

Dear Government Executive,

As we move closer and closer to a performance-based government, agencies are scrambling to establish measures and performance plans for the myriad of programs under their supervision. The increased focus on performance comes hand-in-hand with an important increase in government transparency.

Legendary management analyst Peter Drucker once said, "What gets measured, gets done." Trumpeted by executive officials across the country, from mayors to governors and even the President, the use of performance measures in government programs has proven to be a highly effective tool for program budgeting and resource allocation.

Identifying and Adapting Common Performance Measures for Your Program

One hurdle in this process has been the creation of efficient measures that track program success and accountability. Through the creation of common measures, managers can track program success by adhering to an over-arching set of measures to dictate the outcomes, strategies and outputs of their program. If you are having difficulty identifying common performance measures or are struggling to integrate them into your program, do not miss the Performance Institute's *Show Me the Measures! Developing Model Performance Measures for Government*, being hosted July 23-25 in Arlington, Va.

Use Performance Measures as a Strategic Planning Framework

The absence of a solid performance management system has weakened the performance measures used by many government programs. Utilizing the Government Performance Logic Model, you can establish end- and intermediate-outcomes, as well as the strategies needed to reach them. The Logic Model provides the glue for all functions, resources and results, and can work with any performance measurement system at your agency. We'll show you how to implement this framework so that you can develop common performance measures on your own and ensure repeated success in your program.

Show Me the Measures! Developing Model Performance Measures for Government is a "can't miss" event for anyone involved in managing government performance. Utilize the methodology and strategies provided to improve the performance and accountability of your program. Register by calling us at 703-894-0481 or visit us online at www.performanceweb.org. I look forward to seeing you in July!

Sincerely,



Jeffrey E. Bergin
Associate Director,
Center for Government Performance
The Performance Institute

Come Ready to Work! Emerge with Refined Measures for Your Program

Create Quality Performan

Pre-Conference Workshop: July 23, 2003

1:00-4:30

Implementing Performance-Based Budgeting for Government

Aligning a program's budget to performance measures and end-outcomes is essential for coordinating operational areas within the program. While frameworks exist to track spending, managers must integrate those frameworks with efficient performance measures to ensure that the resources of your office, program, agency, or department are being allocated correctly and efficiently. This hands-on workshop will walk managers through creating performance measures to align your budget to desired outcomes and executed activities.

- Walk step-by-step through the Program Assessment Rating Tool to illustrate federal performance budgeting and its integration into the performance management fabric
- Participate in a hands-on application of the Logic Model framework and Activity-Based Costing and Management to create fully integrated performance-based budget
- Learn to select end-outcomes and to identify appropriate performance measures and strategies for your program

Day One: July 24, 2003

8:30

Registration and Continental Breakfast

9:00

Assessing Common Performance Measures for FY04 and Beyond

Common Performance Measures were created by agencies and OMB for FY04 in order to identify common ways of evaluating performance across mission areas and functions in government. This keynote address will discuss the successes and pitfalls agencies have encountered in developing and implementing common performance measures for comparable government programs.

Walter Groszyk, *Office of Management and Budget**

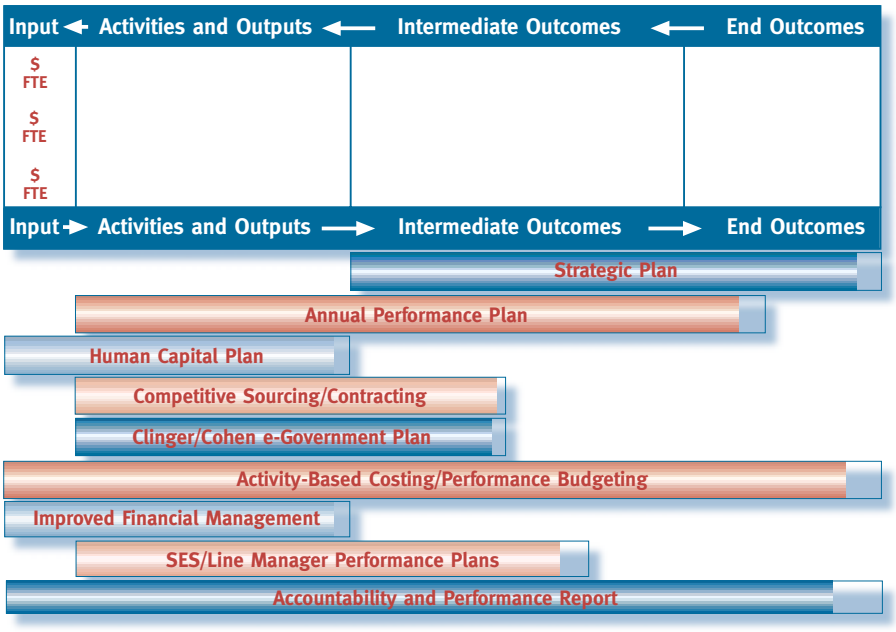
10:00

Implementing the Government Performance Logic Model to Develop and Manage Common Performance Measures

- Establish clearly defined end and intermediate outcomes for your program
- Develop common performance measures which communicate your program's internal and external priorities
- Promote good management by using measures to monitor program performance

Carl DeMaio, *The Performance Institute/Reason Foundation*

The Government Performance Logic Model ™



Source: Carl DeMaio, The Performance Institute

What is the Logic Model?

The Logic Model is a framework for planning, managing, measuring and evaluating government programs. Using a goal-measure approach, it illustrates the cause-effect linkages between program activities and outcome results. A Logic Model can be developed for any program within any agency, creating measures for use in budget justifications, employee performance evaluations, IT management, program evaluation, and contracting. At *Show Me the Measures!*, Carl DeMaio, the President of the Performance Institute and the creator of the Logic Model, will show you how use take the Logic Model back to your program and create measures of your own that will measure performance, stimulate results, and help fulfill your program's mission.

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12:00

Luncheon

Measuring Outcomes

1:00

SHOW ME THE MEASURES: "Best-in-Class" Outcome Performance Measures using the Logic Model

Using the Logic Model, discuss best practice outcome measures that can be applied to assess program performance. Discuss end outcomes for specific missions, while illustrating the linkage between outcomes, strategies, outputs and inputs. Each Breakout group will focus on performance measures for the following missions:

***Breakout A:* Environmental and Natural Resources**

Felipe Monroig, *The Performance Institute*

***Breakout B:* Social Services and Public Health**

Carl DeMaio, *The Performance Institute*

***Breakout C:* Law Enforcement/Public Safety**

Leslie Ferragut, *The Performance Institute*

***Breakout D:* Education and Training**

Lou O'Boyle, *The Performance Institute*

2:15

Break

2:30

Application Session: Developing Outcome Performance Measures

Develop your own set of outcome performance measures for your program utilizing Logic Model methodology. Create clearly defined succinct measures that are the best integrated to the outcome goals established by your program

Working Group A

Felipe Monroig, *The Performance Institute*

Working Group B

Carl DeMaio, *The Performance Institute*

Working Group C

Marsie Frost, *The Performance Institute*

Working Group D

Lou O'Boyle, *The Performance Institute*

3:30

Developing "Intermediate Outcome" Performance Measures Linked to Program Strategy

- Assess changes in your organization in order to attain outcome goals
- Integrate strategies with outcomes to eliminate barriers to improving program performance
- Utilize application assignment to examine particular strategies and objectives for your program

Carl DeMaio, *The Performance Institute/Reason Foundation*

4:30

Adjourn

Day Two: July 25, 2003

8:30

Continental Breakfast

9:00

Applying Performance Measures to Intermediate and End Outcomes

- Manage program goals through the application of performance measures for results and strategies.
- Assess the success of your goals and strategies by examining the role your measures play in achieving desired results
- Communicate the effectiveness of model measures for your goals and strategies to ensure repeated success

Carl DeMaio, *The Performance Institute/Reason Foundation*

10:15

Break

MEASURING COMMON PMA FUNCTIONS

10:30

SHOW ME THE MEASURES: Model Performance Measures for Business Processes and Cost-Efficiencies

Examine the efficiency and effectiveness of your organization's business processes and link the measures used to evaluate their success. Develop ideal measures for your organization that can be managed and applied. Utilizing ratio analysis, analyze and your measures to ensure they are providing you with a sound return on investment.

Michael Binder, *Department of Education, Office of Inspector General*

gram Results

12:00

Luncheon

1:00

CASE STUDY: Developing Model Performance Measures for Benefits

The missions of some agencies within government are to aid in the welfare and well-being of its customers through the administering of benefits. To ensure that the money and aid granted is the most effective and transparent, benefit providers need to develop sound performance and evaluation measure for their programs. This session will highlight model performance measures in this area.

Sandy Bowron, *Veterans Benefit Administration, Veterans Affairs**

1:45

SHOW ME THE MEASURES: Model Performance Measures for Customer Service

Few organizations in government are truly getting the most out of their customer service measures and performance. Relying on flawed, impersonal surveys or reactionary complaint data, there is scant information to measure customer satisfaction. This session will illustrate a simple, proven method that provide organizations information and a measurement method that lets customers set the agencies goals

a. Streamlining Your Customer Service Measures
b. Make Sure All Your Measures are Useful: Implementation across Functions

Ken Miller, *Change and Innovation Agency, formerly of the Governor's office in the State of Missouri*

3:45

Next Steps: Lessons on Implementing the Logic Model in Your Agency

Designing optimal performance measures and creating end outcomes enable you the framework for the logic model, yet implementation relies on understanding your workforce and your readiness to change. By analyzing your organization's change management structure, you can assess the capacity and willingness for change.

Carl DeMaio, *The Performance Institute*

Felipe Monroig, *The Performance Institute*

4:45

Adjourn

Develop Performance Measures by Bringing This Program In-House



The Performance Institute offers customized one-, two-, and three-day education programs to federal and state 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 Bret Johnson at 703-894-0481 or e-mail him at Johnson@performanceweb.org

Venue

Show Me the Measures! 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.

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

A continental breakfast and catered lunch will be provided for all delegates.

Hotel

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

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

Tuition

The tuition rates for *Show Me the Measures!* are:

Conference: $1095
Workshop: $395

Group Discount

For information about group tuition discounts available, please contact Bret Johnson at 703-894-0481 or via e-mail at johnson@performanceweb.org

Administrative Note: A 10% cancellation fee on registration will be charged for cancellations received less than three weeks from the date of the conference. 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.

The Performance Institute
1515 North Courthouse Road, Suite 600
Arlington, VA 22201

Registration Form for *Show Me the Measures!*

Call (703) 894-0481; fax this form to: (703) 894-0482;

or visit www.performanceweb.org/humancapital

☐ Yes! Register me for *Show Me the Measures*

☐ Yes! Register me for the workshop

☐ Yes! Sign me up for free e-mail updates on PI research on the President's Management Agenda. My e-mail address is below.

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