Emerge with Effective, Mission-Aligned Performance Measures

Developing and Using Performance Measures

IN NEW YORK STATE GOVERNMENT



Developing Performance Measures for Government Programs

December 16, 2004
Albany, NY

Use the Logic Model to Develop Uniform Measures
Get hands-on application and implementation training on the innovative 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

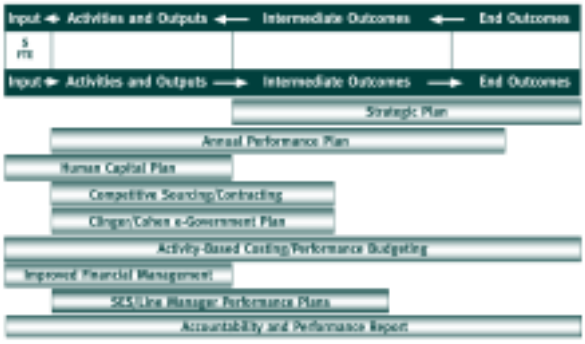
Integrate Management Functions through Common Measures
Coordinate with your contracting, human resources, information technology and budgeting activities with common performance measures

Design and Implement a Performance Measurement System
Overcome management deficiencies by developing a reliable system to measure performance and accountability

KEY METHODOLOGIES COVERED

This training will focus on developing performance goals and measures by applying the Government Performance Logic Model framework as a template for program management. Through the establishment of outcome-oriented performance measures, program managers will be able to communicate and monitor the success of annual and long-term performance goals.

The Government Performance Logic Model ™



Specifically Designed for New York State:
- Performance Measurement Staff
- Department Directors
- Budget Officers
- Strategic Plan Directors
- Performance and Evaluation Analysis Directors

Presented by:
The Performance Institute

To register call 703-894-0481 or visit:
www.PerformanceWeb.org

Align Performance Measures with Budget and Employee Performance

Developing and Using Performance Measures in New York State Government

Thursday: December 16, 2004

8:00 **Registration and Continental Breakfast**

8:30 **Developing Effective Outcome Measures in New York State Government**
Like most other state governments in this time of fiscal uncertainty, New York faces unprecedented challenges and opportunities in the coming years. Effective government depends on the ability of our leaders to enhance performance and accountability throughout the state. The State of New York has launched a number of initiatives in recent years meant to improve accountability, transparency, competition and performance in government services. Listen to key decision makers discuss the past, present and future of management reform initiatives in the State.

9:15 **Performance Measures for Program Success and Efficiency**
- Understand criteria for effective outcome performance measures
- Align output performance measures to program outcome measures
- Utilize performance measures to monitor and communicate programmatic success

10:15 **Developing and Managing Common Performance Measures**
- Establish clearly defined end outcomes and intermediate outcomes
- Develop measures to communicate internal and external priorities
- Promote good management by monitoring program performance

12:00 **Networking Luncheon**

1:00 **Application Session: Developing Outcome Performance Measures**
- Develop outcome performance measures utilizing the "Logic Model" methodology
- Create clearly defined, succinct measures that are the best integrated to the outcome goals established by your program
- Communicate measures to ensure they cover the program's full life cycle

2:00 **Developing "Intermediate Outcome" Performance Measures Linked to Program Strategy**
- Assess changes in your organization in order to revise intermediate 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

3:00 **Applying Performance Measures to Outputs and Activities**
- 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 the desired results
- Communicate the effectiveness of model performance measures for your goals and strategies to ensure repeated success

4:30 **Adjourn**

December 16, 2004

Develop Performance Measures 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 and a comprehensive performance-based strategic plan. If you'd like, your existing performance measures can be analyzed and built upon during the training. Your staff will complete the training with a performance measurement system that can be implemented immediately. They will also acquire the tools to adapt, 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 Robert Tettelbach at 703-894-0481 or email him at Tettelbach@PerformanceWeb.org



How to Register:
Call The Performance Institute at 703-894-0481 or visit us online at *www.PerformanceWeb.org*. Please reference priority code P323 when you register.

Venue:
Developing and Using Performance Measures in New York State Government will be held at the Crowne Plaza in Albany, NY.

Crowne Plaza
State and Lodge Streets
Albany, NY12207
518 427 3022

Tuition Rates:
The fee for attending *Developing and Using Performance Measures in New York State Government* is $395.

Group Discounts:
Reduced tuition rates for delegates who attend in groups of three or more are available by contacting Jon Norris at 703-894-0481 or Norris@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 6 months before the event, some speaker's change or topic settings may occur.

About The Performance Institute

The Performance Institute is a private think tank seeking to improve government performance through the principles of competition, accountability, performance and transparency. The Institute serves as the nation's leading authority and repository on performance-based management practices for government. Its mission is to identify and disseminate the leading management innovations pioneered by "best-in-class" organizations.

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