Emerge with Effective, Mission-Aligned Performance Measures

Developing and Using Performance Measures

IN FLORIDA STATE GOVERNMENT



Developing Performance Measures for Government Programs

February 18, 2005

Presented by The Performance Institute

Tallahassee, FL

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

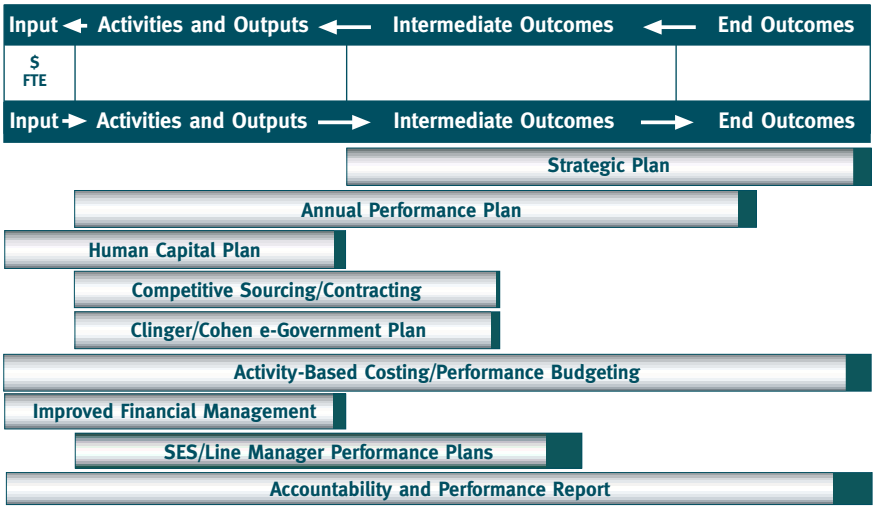
Design and Implement a Performance Measurement System

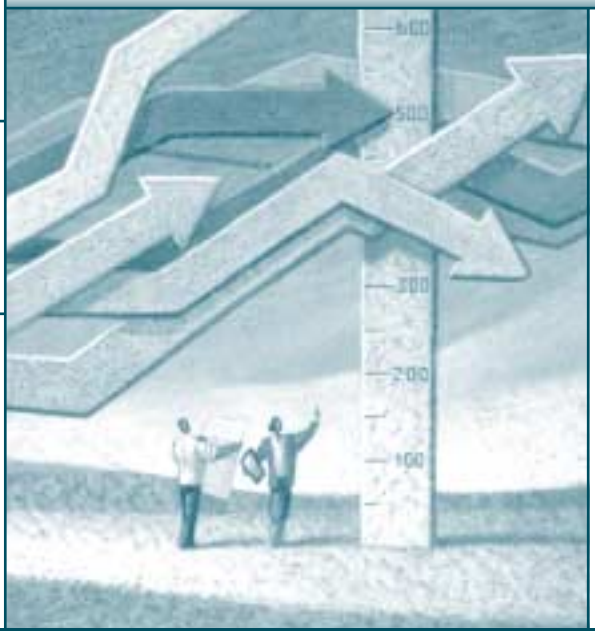
Overcome management deficiencies by developing a reliable system to measure performance and accountability

Presented By:

The Performance Institute

The Government Performance Logic Model ™





Specifically Designed for Florida State:

- Performance Measurement Staff
- Department Directors
- Budget Officers
- Strategic Plan Directors
- Performance and Evaluation Analysis Directors

Align Performance Measures with Budget and Employee Performance

Developing and Using Performance Measures in Florida State Government

AGENDA

Friday February 18, 2005

8:30 Developing Effective Outcome Measures in Florida State Government

Like most other state governments in this time of fiscal uncertainty, Florida faces unprecedented challenges and opportunities in the coming years. Effective, "citizen-centered" government depends on the ability of our leaders to enhance performance and accountability throughout the state. The State of Florida has launched a number of initiatives in recent years meant to improve accountability, transparency, competition and performance in government services. Listen to a discussion of the past, present and future of performance management initiatives in the state.

9:00 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 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 the desired results
- Communicate the effectiveness of model performance measures for your goals and strategies to ensure repeated success

4:30 Adjourn

Instructors:
Gary VanLandingham, Director, Office of Program Policy Analysis and Government Accountability, State of Florida
Jay Eubanks, Consultant, The Performance Institute
Ben Neumann, Director, State and Local Affairs, The Performance Institute

February 18, 2005

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. Not only will your staff complete the training with a performance measurement system 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 Bob Tettelbach at 703-894-0481 or e-mail him at Tettelbach@PerformanceWeb.org.

How Do I Register?

Call the Performance Institute at *703-894-0481* or visit us online at *www.PerformanceWeb.org*. Be sure to reference priority code P308 when you register.

Venue

Developing and Using Performance Measures in Florida State Government will be hosted at the Homewood Suites Tallahassee.

Homewood Suites Tallahassee
2987 Apalachee Parkway
Tallahassee, FL 32301
850-402-9400
www.tallahasseehomewoodsuites.com

Tuition

The fee to attend *Developing and Using Performance Measures in Florida 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 $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

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.

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

Show Me the Measures!

Developing and Using Performance Measures in Florida State Government

REGISTRATION FORM

To Register:

1. Call Jon Norris at 703-894-0481
2. visit www.performanceweb.org
3. or fax this form to 703-894-0482

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METHOD OF PAYMENT

☐ Check ☐ Purchase Order/Training Form ☐ Credit Card

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