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2021 Performance Management Academy

***Day 1:
Setting Goals***

Integrity

Innovation

Excellence

Teamwork

Welcome!



Section Speakers



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Today's Agenda

Agenda Item	Time
Welcome / Introductions / Orientation	30 min
What is Performance Management? - CASE STUDY: Dept. of Environmental Quality	50 min
BREAK	15 min
Strategic Planning & Performance Management	30 min
Performance Management – Analysis and Decision-Making (pt. 1)	45 min
BREAK	15 min
Performance Management – Analysis and Decision-Making (pt. 2)	45 min
Recap / Out	10 min



Ground Rules

Chatham House Rules: Participants cannot use information shared in any way that identifies the person(s) who shared it. We will not be recording these sessions.

Respect: During activities and discussion, allow everyone to speak while listening actively to others' experiences and perspectives.

Stay Engaged: To get the most out of this Academy, participate in discussions and activities and stay engaged throughout presentations. Feel free to ask questions by using the chat box or the 'raise hand' function, or at a break in the presentation.

Technology: It helps us if you keep cameras on where possible so that we get non-verbal feedback on how we're doing (e.g. if everyone looks confused, we know that we need to explain better!). Please also keep your microphones muted when you're not speaking!

Help is on hand from our technical experts if you have problems getting into the breakout rooms or other Teams issues. Please use the chat box to alert them.



Academy Participants

- Department of Health and Human Services
- Department of Administration
- Department of Transportation
- Department of Public Safety
- Office of State and Human Resources
- Secretary of State
- Office of the State Auditor
- Office of State Budget and Management
- Department of Commerce
- Department of Insurance
- Department of Revenue
- Department of State Treasury
- Wildlife Resources Commission
- Office of State Comptroller
- Indigent Defense



In Breakout Groups:

- What is your name / title / agency?
- Why are you interested in the PMA?
- What is your favorite dessert?



Performance Academy Overview

Academy Objective

Equip state government employees with tools to improve outcomes for NC citizens by increasing efficiency and effectiveness of NC government programs.



PM Academy Roadmap

Title	Date	Key Topics Addressed
Performance Management & Setting Goals	Oct 12	<ul style="list-style-type: none">• Academy introduction/overview• Defining performance management; implementation, benefits, etc.• Linking strategic plans to performance management; decision-making, analysis
Deciding What Evidence is Needed	Oct 19	<ul style="list-style-type: none">• Overview of evidence 101; impact/process evaluation, etc.• Theory of Change• Generalizability Framework
Finding and Implementing Evidence	Oct 26	<ul style="list-style-type: none">• Methods 101; Types of evidence, assessing quality, etc.• Searching for Evidence: Using clearinghouses, Google Scholar• Breakouts: Budget Development, Equity in Implementation, Data & Contracting
Observation and Measurement	Nov 2	<ul style="list-style-type: none">• Surveys, psychology of preference, using administrative data, process mapping, etc.
Changing Minds	Nov 9	<ul style="list-style-type: none">• Best practices and examples for success• Pre-analysis planning & data visualization• Success stories from NC state government

What is Performance Management?



The Big Idea

*“Performance management in the public sector is an **ongoing, systematic** approach to improving results through **evidence-based** decision making, **continuous** organizational **learning**, and a focus on **accountability** for performance”*

Goal: Improved results for the public



PM's History (Where did this come from?)

- Local governments pioneered PM
- Movement at the federal level
 - Government Performance Results Act (GRPA), 1993
 - Government Performance Results Modernization Act (GPRMA), 2010
 - Evidence-based Policymaking Act, 2018
- Less structure, but similar policies at state level
 - NC also has had past formal performance management efforts
 - Results Based Budgeting, 2006
 - Governor Perdue, Executive Order 3 (Strategic Planning and Performance Tracking), 2009



Tools for Promoting Effective and Efficient Government

Issue Investigation



Strategic Planning

**Program Evaluations or
Implementation Design Experiments**



Data and Analytics

Cost-Benefit Analysis



Process Improvement

Performance Monitoring



QUESTIONS?