I SAW YOUR EMAIL ABOUT DESTROYING THE COMPANY.

HUH?

THE ONLY EMAIL I SENT YOU WAS MY STRATEGY FOR THE COMING YEAR.

WELL, MAYBE I READ IT TOO FAST.
Welcome!
Section Speakers

Charlie Perusse
Budget Director
Office of State Budget & Management

Lanier McRee
Assistant State Budget Officer
Office of State Budget & Management

Erin Matteson
Assistant State Budget Officer
Office of State Budget & Management
## Today’s Agenda

<table>
<thead>
<tr>
<th>Agenda Item</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome / Introductions / Orientation</td>
<td>30 min</td>
</tr>
<tr>
<td>What is Performance Management?</td>
<td>50 min</td>
</tr>
<tr>
<td>- CASE STUDY: Dept. of Environmental Quality</td>
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<tr>
<td>BREAK</td>
<td>15 min</td>
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<tr>
<td>Strategic Planning &amp; Performance Management</td>
<td>30 min</td>
</tr>
<tr>
<td>Performance Management – Analysis and Decision-Making (pt. 1)</td>
<td>45 min</td>
</tr>
<tr>
<td>BREAK</td>
<td>15 min</td>
</tr>
<tr>
<td>Performance Management – Analysis and Decision-Making (pt. 2)</td>
<td>45 min</td>
</tr>
<tr>
<td>Recap / Out</td>
<td>10 min</td>
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</tbody>
</table>
**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.
• 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
Introductions

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.
<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Key Topics Addressed</th>
</tr>
</thead>
</table>
| Performance Management & Setting Goals | Oct 12 | • 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 | • Overview of evidence 101; impact/process evaluation, etc.  
• Theory of Change  
• Generalizability Framework |
| Finding and Implementing Evidence | Oct 26 | • 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  | • Surveys, psychology of preference, using administrative data, process mapping, etc. |
| Changing Minds               | Nov 9  | • Best practices and examples for success  
• Pre-analysis planning & data visualization  
• Success stories from NC state government |
What is Performance Management?
“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

Source: Urban Institute, Social Security Administration, White House
Tools for Promoting Effective and Efficient Government

Issue Investigation

Program Evaluations or Implementation Design Experiments

Cost-Benefit Analysis

Performance Monitoring

Strategic Planning

Data and Analytics

Process Improvement
QUESTIONS?