

The Annual Performance Progress Report

Roundtable
July - 2008

Roundtable - Overview

- Overview of the Electronic KPM Reporting System
- Enhancing APPR Content - Strategies for improving impact of the APPR
- Q&A



Building the APPR

Goal: Preserve familiar framework while enhancing content/impact

- System automatically generates tables of measures, section headers and table of 09-11 proposed measures
- Agency builds APPR content
 - **Section One** – Executive Summary – Table of Measures
 - **Section Two** – Key Measure Analysis
 - **Section Three** – Using Performance Data
- System automatically generates APPR report

List of Measures Detail

- System automatically generates from existing data
- Contains measures to be reported on
- Contains measures proposed for 09-11
- NO foot/back notes



Section One: Executive Summary

- **Brief – Concise** ...
- **APPR Highlights** (agency strategies, accomplishments, areas for performance improvement, etc.)
- **Highlight** key take-aways
- **Build attention & interest**



Executive Summary - Scope of Report Boundaries of the APPR

- Establish context
- Define limitations

Pitfalls:

- Lengthy discussion of context
- Lists of measures
- Detailed program descriptions
- Lists of accomplishments



Executive Summary – The Oregon Context
High-Level Linkages and Context

- Highlight links - Benchmarks
- Reference key partners
- Discuss drivers - trends



Pitfalls

- Detailed descriptions of actions
- Terms like direct/indirect or primary/secondary linkages
- Benchmarks without reference to what's measured

Executive Summary - Performance Summary
Key Results and Improvement Areas

- Highlight results
- Acknowledge weaknesses
- Identify opportunities

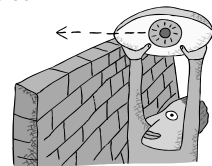


Pitfall

List of KPM's or table without context

Executive Summary – Challenges
Obstacles to Watch or Overcome

- Identify challenges - obstacles
- Determine resources and strategies for overcoming obstacles



Pitfalls

- Too much "fluff"
- Lack of specificity
- Excessive details - what **can** and **cannot** be controlled

Executive Summary – Resources & Efficiency
Investments and Efficiencies

- Provide bottom-line budget
- Describe other resources
- Highlight efficiencies and other improvements



Pitfall

Listing efficiency KPM's w/o context

Section Two: Key Measure Analysis

- Detailed analysis of each measure
- Concise description of key strategy, elements, outcomes and actions
- Key detailed messages



Section Two: **Key Measure Analysis:**
Strategy

- WHAT is being done
- HOW it is being done
- Agency Mission-Goals
- How is the measure USED?
- Stakeholders
- Assumptions



Section Two: **Key Measure Analysis:**
Targets

- Rationale
- Methodology
- Interpretation
- Impact



Section Two: **Key Measure Analysis:**
Performance

- Meaning
- Trending
- Data Detail – Analysis
- Supporting Data
- How are results being used?
- Graphics



Section Two: **Key Measure Analysis:**
Comparisons

- Direct
- Indirect
- Best Practices
- Leading
- Historical
- Draw Conclusions



Section Two: **Key Measure Analysis:**
Factors

- Primary Drivers
- Positive – Negative
- Summary Impact
- Strategies for Influencing Drivers
- “Crossing the Silos”



Section Two: **Key Measure Analysis:**
Actions

- Summary Analysis - Conclusions
- Corrective Actions
- Continuous Improvement
- Resource – Policy Issues
- Opportunities



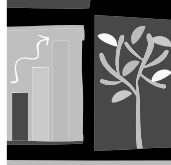
Section Two: **Key Measure Analysis:**
About the Data

- Source
- Methodology
- Validity – Limitations
- Reporting Cycle
- Audits



Section Three: Using Performance Data

- Inclusivity
- Managing for results
- Staff training
- Communicating results



Review more closely in the 2009-11 Interim
