Measurability Assessments of the Department of Administration's 12 Programs

A presentation to the Joint Legislative
Program Evaluation Oversight Committee
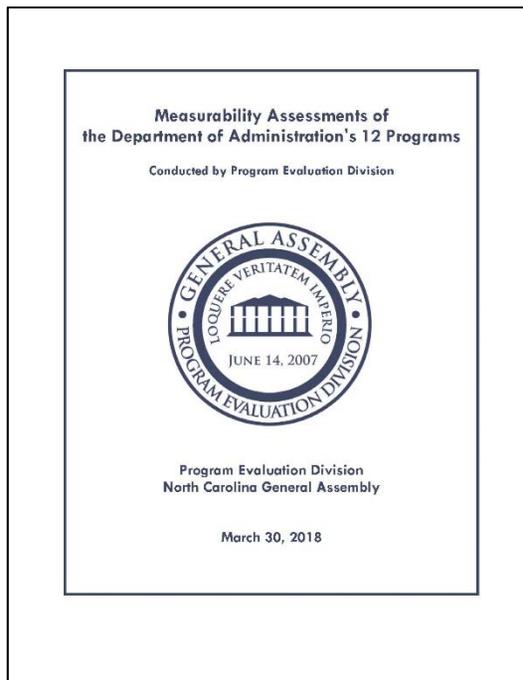
May 21, 2018

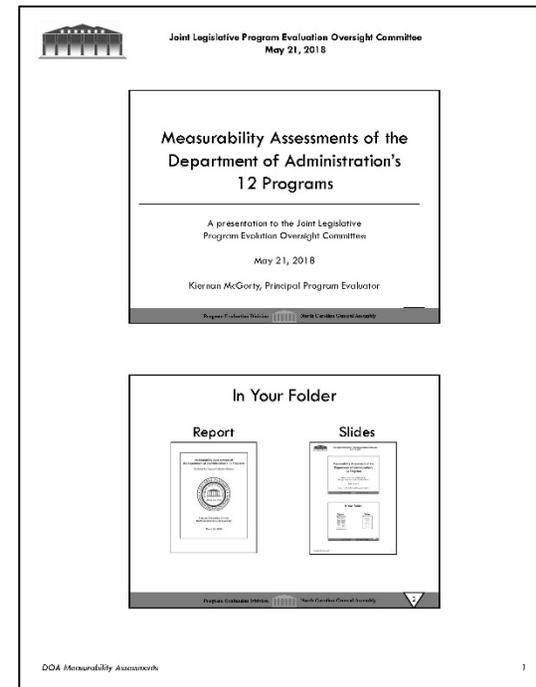Kiernan McGorty, Principal Program Evaluator

In Your Folder

Report

Slides

Measurability Assessments

- **Brief, technical** assessments of existing & new state programs to determine whether they are
  - well-designed
  - well-managed
  - collect the performance information necessary to inform future inquiries into effectiveness and efficiency

Our Charge

- **Directive:** Session Law 2017-57 directed PED to conduct measurability assessments of DOA programs to improve department accountability reporting

- **Agency:** Department of Administration

- **Team:** Kiernan McGorty, Brent Lucas, Carol Shaw, Joanne Brosh, and Adora Thayer

12 DOA Programs

Operations Programs	Advocacy Programs
Facility Management	Indian Affairs
Mail Service Center	Women & Youth Involvement
Motor Fleet Management	Historically Underutilized Businesses
Non-Public Education	
Purchase & Contract	
State Construction	
State Parking	
State Property	
Surplus Property	

Performed Well

- **Cost Sharing** – all programs that require cost sharing have a description of cost sharing requirements; all programs that do not require cost sharing have a description of why not

- **Accounting System** – all programs use North Carolina Accounting System

In Progress

- **Logic Model** – most programs have a logic model with inputs, activities, outputs, outcomes, and impacts but did not demonstrate their logic models have been shared with key stakeholders or are updated periodically

- **Strategic Plan** – most programs have a mission and vision statement and are in the process of updating their strategic plans to include goals, objectives, and performance measures

In Progress

- **Performance Measurement** – most programs have <u>some</u> types of measures (i.e., inputs, outputs, efficiency/process, quality, outcomes) but do not have <u>all</u> types of measures; most programs have a standard format for reporting measures but did not demonstrate they have a defined method for collecting performance data, validate their measures periodically, or regularly report their measures to managers, staff, and key stakeholders

Received Partial Credit

- **Risk Assessment** – DOA has a system of internal control, but most programs have not conducted a risk assessment to identify potential financial, fraudulent, or legal hazards

- **Financial Forecast** – most programs annually conduct a financial forecast but did not demonstrate they project revenues and expenditures for at least 5 years or explain trends

Received Partial Credit

- **Audit** – all programs have a description of audit requirements that demonstrate accessibility of persons, documents, and property, but most do not have a record of prior audits or a record of corrective actions taken in response to audit findings and recommendations

Most Improvement Needed

- **Quality Improvement System** – most programs do not have a quality improvement system

- **Staffing Analysis** – most programs do not have a staffing analysis

Summary Documents in Report

	Pages
Summary of Overall Indicator Ratings	v
Degree to which Indicators Are Met by 12 Programs	vi
Degree to which Programs Meet 14 Indicators	vii
Summary of Key Element and Overall Indicator Ratings	viii-xiii