

Program Name: State Property Office

Measurability Assessment Conducted by Program Evaluation Division

Overall Indicator Ratings and Table of Contents

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	Meets	Partially Meets	Does Not Meet	
1. Program does not duplicate other related programs.			✓	173
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3. Program has a logic model.			✓	175
4. Program is evidence-based.			✓	176
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6. Program has a strategic plan.		✓		178
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State Property Office

The State Property Office is a division within the Department of Administration.

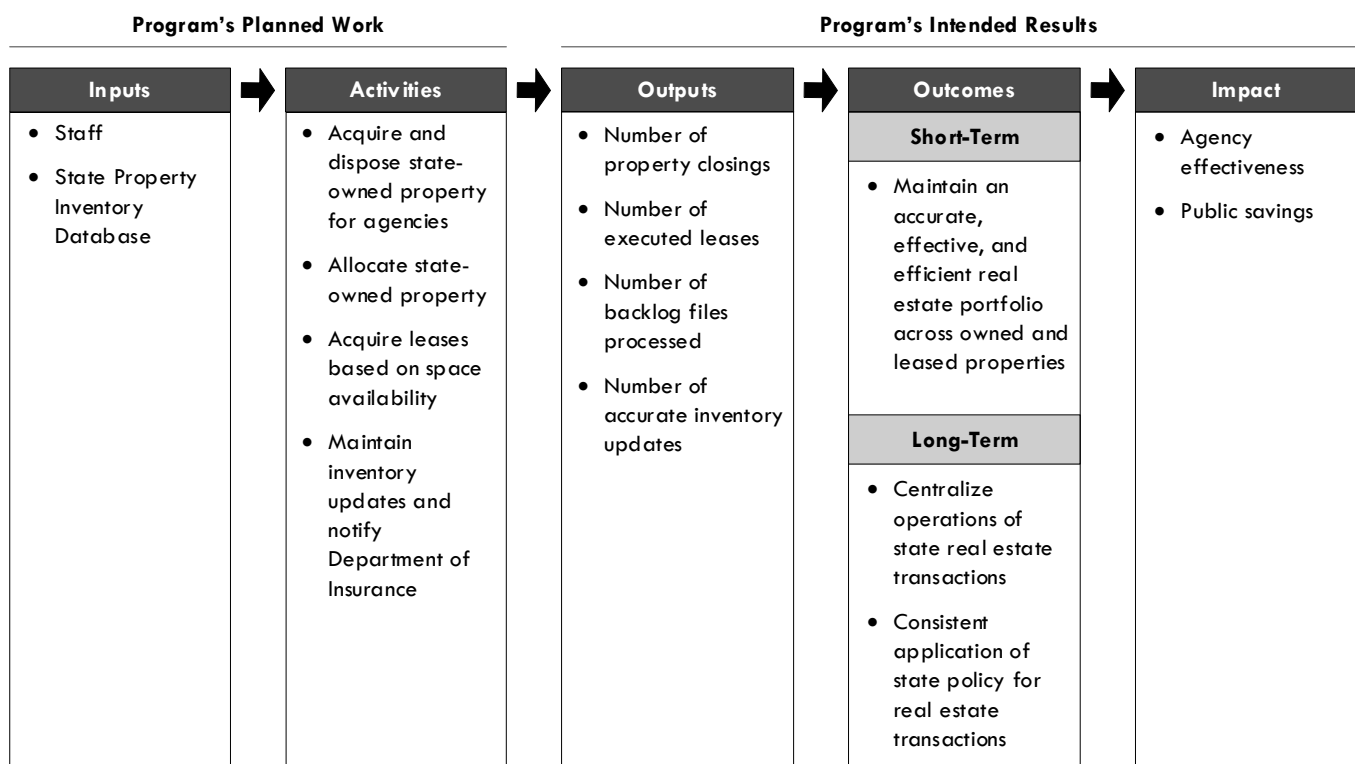
- **Mission:** To manage state real estate transactions on behalf of state agencies through deeds, leases, easements, licenses, or otherwise; administer the State's unappropriated and submerged lands; and maintain a complete and accurate inventory of state-owned lands, buildings, and space in buildings for use by state agencies to efficiently and effectively manage their allocated properties
- **Statutory Authority:** N.C. Gen. Stat. §§ 143-341 and 146
- **Covered Entities:** All state government entities without statutory exemption

Fiscal Snapshot

	FY 2016–17	FY 2017–18	FY 2018–19
Total Requirements	\$2,738,934	\$1,688,254	\$1,688,254
Total Receipts	(\$1,207,688)	(\$738,107)	(\$738,107)
Appropriation	\$1,531,246	\$950,147	\$950,147
<hr/>			
Total Positions	27	19	19
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Note: For Fiscal Year 2016–17, BEACON shows the Office having 19 positions as of June 30, 2017, instead of 27.			

Source: Program Evaluation Division based on OSBM's 2015–17 and 2017–19 Certified Budgets.

Logic Model Created by PED



Source: Program Evaluation Division based on information from the State Property Office.

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Indicators of a Clear and Unique Mission

Key Elements of Indicator 1: Avoids Duplication	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
1.1 Program has an inventory that identifies other current programs active in the policy area that address the same goal.			✓
1.2 Inventory demonstrates how the examined program is unique from the other related programs.			✓
1.3 Inventory identifies the purpose of each program.			✓
1.4 Inventory identifies the services, products, or functions each program is providing.			✓
1.5 Inventory identifies the target population served by each program.			✓
1.6 Inventory identifies how the program coordinates with other related programs to avoid wasteful competition and duplication.			✓
1.7 Inventory is updated periodically.			✓
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
1. Program does not duplicate other related programs.			✓

Description: Although the State Property Office has a list of the state agencies for which it manages real estate transactions, it does not have a program inventory that identifies other current programs active in the policy area that address the same goal. Therefore, the Office cannot demonstrate how it is unique from other related programs. The Office provided no documentation of coordination efforts. Without an inventory, the Office cannot be sure it avoids wasteful competition and duplication.

Suggestions: The Office should conduct a scan of the public sector (both internal and external to its agency) and the nonprofit and private sector to identify any programs that are active in its policy area. For example, this scan could identify federal, state, and municipal programs that manage state property. Then, the Office should create an inventory that identifies other current programs active in the policy area that address the same goal as the Office. The inventory should identify the purpose of each program; the services, products, or functions each program is providing; and the target population served by each program. The Office should include itself in the inventory so that it is clear which services the Office provides that no other programs provide. The inventory should demonstrate how the Office is unique from related programs and how it coordinates with those programs to avoid wasteful competition and duplication. The Office should update the program inventory periodically.

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Indicators of a Clear and Unique Mission (continued)

Key Elements of Indicator 2: Problem Definition	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
2.1 Problem definition is based on supportive evidence that clearly describes the nature and extent of the problem facing the individuals the program serves.			✓
2.2 Problem definition identifies the major factors contributing to the problem.			✓
2.3 Problem definition identifies current gaps in services or programs.			✓
2.4 If program is based on a “promising approach” or “best practice,” problem definition provides a rationale for the transferability of the approach to the population the program serves. <i>If program is not based on a “promising approach” or “best practice,” enter N/A.</i>	N/A		
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
2. Program has a problem definition.			✓

Description: Although the State Property Office states that it minimizes the problems associated with various state agencies managing their own real estate transactions, it does not have a problem definition based on supportive evidence that clearly describes the nature and extent of the problem facing the agencies the program serves.

Suggestions: The Office should create a problem definition, in one document, that describes the statewide problem it is intended to address. For example, duplication and inefficiencies result from decentralized management of state property. The problem definition should be based on supportive evidence that clearly describes the nature and extent of the problem facing the agencies the Office serves. The problem definition should identify the major factors contributing to the problem and identify current gaps in services.

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Indicators of a Clear and Unique Mission (continued)

Key Elements of Indicator 3: Logic Model	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
3.1 Logic model includes specified inputs.			✓
3.2 Logic model includes specified activities.			✓
3.3 Logic model includes specified outputs.			✓
3.4 Logic model includes specified short-term and long-term outcomes.			✓
3.5 Logic model includes specified impacts.			✓
3.6 The logic model has been shared with program staff and key stakeholders.			✓
3.7 The logic model is updated periodically.			✓
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
3. Program has a logic model.			✓

Description: Although the State Property Office has information on inputs, activities, outputs, outcomes, and impacts spread out among multiple documents, it did not provide documentation demonstrating it has brought this information together in the form of a logic model.

Suggestions: The Office should develop a logic model that includes

- inputs (e.g., staff and state property inventory database),
- activities (e.g., acquire and dispose of state-owned property for agencies),
- outputs (e.g., number of property closings),
- short-term outcomes (e.g., maintain an accurate, effective, and efficient real estate portfolio across owned and leased properties) and long-term outcomes (e.g., consistent application of state policy for real estate transactions), and
- impacts (e.g., agency effectiveness and public savings).

The logic model should be shared with staff and key stakeholders. The Office should update the logic model periodically and indicate on the document when it was last updated.

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Indicators of a Focus on Results

Key Elements of Indicator 4: Evidence-Based	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
4.1 Program can demonstrate that its outcomes in North Carolina have been tested by a rigorous impact evaluation or that it uses a design that has been tested and found to be successful through multiple rigorous impact evaluations in other jurisdictions.			✓
Overall Indicator Rating			
	Meets	Partially Meets	Does Not Meet
4. Program is evidence-based.			✓

Description: The State Property Office did not provide documentation demonstrating its outcomes in North Carolina have been tested by a rigorous impact evaluation or that it uses a design that has been tested and found to be successful through multiple rigorous impact evaluations in other jurisdictions.

Suggestions: The Office should identify the primary services it offers, and each service should be subject to an impact evaluation. Impact evaluations determine the extent to which a program produces desired outcomes and intended improvements in the conditions it was intended to ameliorate. Impact evaluations produce an estimate of the net effects of a program—the changes brought about by the intervention above and beyond those resulting from other processes and events affecting the targeted conditions.

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Indicators of a Focus on Results (continued)

Key Elements of Indicator 5: Scalability Analysis	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
5.1 Scalability documents determine whether the program has robust evidence of its effectiveness.			✓
5.2 Scalability documents determine whether the program has the potential for substantially expanded reach and system adoption.			✓
5.3 Scalability documents determine whether an expanded program is acceptable to target groups and settings.			✓
5.4 Scalability documents determine whether an expanded program can be delivered at an acceptable cost.			✓
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
5. Program has conducted a scalability analysis.			✓
<p>Description: Although the State Property Office is a statewide program established in statute, it could still conduct a scalability analysis to determine whether it could have a greater impact if it had more resources such as more staff or newer technology. The Office did not provide documentation demonstrating it has conducted a scalability analysis.</p>			
<p>Suggestions: The Office should conduct a scalability analysis to determine whether it has robust evidence of its effectiveness and has the potential for substantially expanded reach and system adoption. The scalability analysis should determine whether an expanded program would be acceptable to target groups and settings and could be delivered at an acceptable cost.</p>			

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Indicators of a Focus on Results (continued)

Key Elements of Indicator 6: Strategic Plan	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
6.1 Strategic plan includes a mission statement.	✓		
6.2 Strategic plan includes a vision statement.	✓		
6.3 Strategic plan includes a values statement.	✓		
6.4 Strategic plan includes identified goals.		✓	
6.5 Strategic plan includes identified objectives.		✓	
6.6 Strategic plan includes performance measures.		✓	
6.7 Strategic plan is updated periodically.	✓		
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
6. Program has a strategic plan.		✓	

Description: The State Property Office has a mission statement: “to manage state real estate transactions on behalf of state agencies through deeds, leases, easements, licenses, or otherwise; to administer the State’s unappropriated and submerged lands; and to maintain a complete and accurate inventory of state-owned lands, buildings, and space in buildings for use by state agencies to efficiently and effectively manage their allocated properties.” The Office has a vision statement: “to provide professional real estate services for state agencies.” The Office has a values statement: “quality, safety and health, accountability, continuous improvement and development, innovation and creativity, customer service, diversity and inclusion, excellence, and integrity.”

The Office updates its strategic plan every two years in accordance with biennium budgets. The Office is in the process of updating its strategic plan to include goals, objectives, and performance measures.

Suggestions: The Office should update its strategic plan, in one document, to include program-specific goals, objectives, and performance measures.

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Indicators of a Focus on Results (continued)

Key Elements of Indicator 7: Performance Measurement	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
7.1 Performance measures assess key inputs.		✓	
7.2 Performance measures assess key outputs.		✓	
7.3 Performance measures assess efficiency/process.			✓
7.4 Performance measures assess quality.			✓
7.5 Performance measures assess key outcomes.			✓
7.6 Program has a defined method for collecting performance data.			✓
7.7 Program has a standard format for reporting performance data.			✓
7.8 Program validates performance measures periodically.			✓
7.9 Performance measures are regularly reported to managers, staff, and key stakeholders.			✓
7.10 Performance measures provide the level and type of data needed to conduct a rigorous evaluation of program impacts.			✓
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
7. Program has performance measures.		✓	

Description: Although the State Property Office has performance measures that assess certain key inputs, such as funding, the Office did not provide documentation demonstrating it has performance measures for other key inputs, such as staff. In addition, although the Office has performance measures that assess certain key outputs, such as number of cases processed per day, the Office did not provide documentation demonstrating it has performance measures for other key outputs, such as number of property closings.

The Office did not provide documentation demonstrating it has performance measures that assess efficiency/process, quality, or key outcomes. Therefore, the Office did not provide documentation demonstrating it has performance measures that provide the level and type of data needed to conduct a rigorous evaluation of program impacts.

In addition, the Office did not provide documentation demonstrating it has a defined method for collecting performance data, has a standard format for reporting performance data, validates its performance measures periodically, or regularly reports its performance measures to managers, staff, and key stakeholders.

Suggestions: The Office should have performance measures that assess all key inputs, outputs, and outcomes. The Office should have performance measures that assess efficiency/process (i.e., the inputs used per unit of output) and quality (i.e., the degree to which services are delivered in accordance with pre-determined standards and/or whether customers are satisfied with the services they receive).

The Office should develop a defined method for collecting performance data that explains what it is going to collect and how (e.g., who will be surveyed and how often). The Office should develop a standard format for reporting performance data. In addition, the Office should periodically validate the information that is being reported by reviewing data collection protocols and comparing reported information to a sample of source data. Finally, the Office should ensure that performance

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data are regularly reported to managers, staff, and key stakeholders in formats that are user-friendly and meet their information needs.

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Indicators of a Focus on Results (continued)

Key Elements of Indicator 8: Quality Improvement System	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
8.1 Quality improvement system sets objectives, which have indicators, targets, and dates.			✓
8.2 Objectives are consistent with those set by the program's strategic plan and are updated annually.			✓
8.3 Quality improvement system monitors progress towards objectives through an action plan and milestones.			✓
8.4 Program takes remedial action if there is a performance shortfall.			✓
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
8. Program has a quality improvement system.			✓
<p>Description: The State Property Office did not provide documentation demonstrating it has a quality improvement system.</p>			
<p>Suggestions: The Office should create a quality improvement system that sets annual objectives and then tracks performance towards these objectives on either a quarterly or monthly basis. The objectives should have indicators, targets, and dates, and the objectives should be consistent with the Office's strategic plan and updated annually. Progress towards objectives should be monitored through an action plan and milestones. The Office should take remedial action if there is a performance shortfall.</p>			

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Indicators of Sound Financial Management

Key Elements of Indicator 9: Risk Assessment	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
9.1 Risk profile identifies inherent risks, assesses the likelihood and impact of inherent risks, determines risk tolerance, and examines the suitability of existing controls and prioritizes residual risks.		✓	
9.2 Mitigation strategy identifies who is responsible for risk management activities, determines what control activities the program is using, establishes when the program is implementing activities, and determines where the program is focusing its activities.			✓
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
9. Program has a risk assessment.		✓	

Description: In accordance with N.C. Gen. Stat. §143D-7, the Department of Administration certifies to the State Controller that it performs an annual review of its system of internal control. The Department has designed internal controls to provide reasonable assurance regarding the reliability of financial reporting; compliance with certain provisions of law, regulations, contracts, and grant agreements; and the efficiency and effectiveness of its operations. However, the State Property Office did not provide documentation demonstrating it has a program-specific risk profile. The Department's monitoring plan for grantees is not a monitoring plan for the Department or for the Office.

Suggestions: The Office should conduct a risk assessment to identify potential financial, fraudulent, and legal hazards. Then, the Division should create a risk profile that identifies inherent risks, assesses the likelihood and impact of inherent risks, determines risk tolerance, and examines the suitability of existing controls and prioritizes residual risks. In addition, the Division should create a mitigation strategy that identifies who is responsible for risk management activities, determines what control activities the program is using, establishes when the program is implementing activities, and determines where the program is focusing its activities.

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Indicators of Sound Financial Management (continued)

Key Elements of Indicator 10: Financial Forecast	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
10.1 Financial forecast is conducted at least annually.	✓		
10.2 Financial forecast projects revenues and expenditures for at least 5 years.		✓	
10.3 Financial forecast breaks down projections into revenue and expenditure categories.	✓		
10.4 Financial forecast is based on a basic model of forecasting.	✓		
10.5 Financial forecast attempts to explain trends by discussing why revenue and expenditures are expected to increase or decrease.			✓
Overall Indicator Rating			
	Meets	Partially Meets	Does Not Meet
10. Program has a financial forecast.		✓	

Description: The State Property Office follows the biennial budget preparation instructions from the Office of State Budget and Management to develop its financial forecast, and therefore the forecast is reviewed annually and breaks down projections into revenue and expenditure categories. Although the Office of State Budget and Management's budget development process requires the Office to conduct two years of financial forecasting, the Office did not provide documentation demonstrating it projects revenues and expenditures for at least five years. The financial forecast is based on a basic model of forecasting; it uses extrapolation by reviewing historical revenue and expenditure data to predict the future by projecting the trend forward subject to the restrictions required by the Office of State Budget and Management. The Office did not provide documentation demonstrating its financial forecast attempts to explain trends by discussing why revenues and expenditures are expected to increase or decrease.

Suggestions: During the budget development process, the Office build in a long-term focus by including revenue and expenditure projections for at least five years in its annual plan. The forecasts should attempt to explain the trends they reveal by discussing why revenue and expenditures are expected to increase or decrease.

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Indicators of Sound Financial Management (continued)

Key Elements of Indicator 11: Cost Sharing	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
11.1 If program does not require cost sharing, documents include a description of why program does not require cost sharing. <i>If program does require cost sharing, enter N/A.</i>	✓		
11.2 If program does require cost sharing, documents include a description of cost sharing requirements. <i>If program does not require cost sharing, enter N/A.</i>	N/A		
11.3 If program does require cost sharing, documents describe the method used to set charges. <i>If program does not require cost sharing, enter N/A.</i>	N/A		
11.4 If program does require cost sharing, documents review cost sharing levels and recommend modifications as appropriate. <i>If program does not require cost sharing, enter N/A.</i>	N/A		
Overall Indicator Rating			
	Meets	Partially Meets	Does Not Meet
11. Program has cost sharing documents.	✓		
Description: The State Property Office does not require private individuals or entities that purchase real property from the State to pay for the Office's services.			
Suggestions: None.			

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Indicators of Sound Financial Management (continued)

Key Elements of Indicator 12: Staffing Analysis	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
12.1 Staffing analysis measures caseload and workload.	✓		
12.2 Staffing analysis identifies trends and establishes internal benchmarks for efficient operations.	✓		
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
12. Program has conducted a staffing analysis.	✓		
<p>Description: The State Property Office has a staffing analysis by the CBRE consulting firm (2017) that measures caseload (e.g., number of buildings acquired/disposed) and workload (e.g., square feet of buildings acquired/disposed). The CBRE report identifies trends (e.g., increasing collaboration workspaces) and establishes internal benchmarks for efficient operations (e.g., total portfolio cost for leased and owned real estate).</p>			
<p>Suggestions: None.</p>			

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Indicators of Sound Financial Management (continued)

Key Elements of Indicator 13: Accounting System	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
13.1 Accounting system includes assets, liabilities, fund equity and other credits, revenues, and expenditures.	✓		
13.2 Accounting system tracks financial information on a cash and accrual basis.	✓		
13.3 Accounting system is capable of producing financial statements required by the Governmental Accounting Standards Board.	✓		
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
13. Program has an accounting system.	✓		
<p>Description: The State Property Office uses the North Carolina Accounting System. Therefore, its accounting system includes assets, liabilities, fund equity and other credits, revenues, and expenditures; tracks financial information on a cash and accrual basis; and is capable of producing financial statements required by the Governmental Accounting Standards Board.</p>			
<p>Suggestions: None.</p>			

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Indicators of Sound Financial Management (continued)

Key Elements of Indicator 14: Audit	Key Element Ratings		
	Meets	Partially Meets	Does Not Meet
14.1 Audit documents include a description of audit requirements.	✓		
14.2 Audit documents demonstrate accessibility of persons involved with the program; books, records, reports, vouchers, correspondence, files, personnel files, investments, and any other documentation of the program; and property, equipment, and facilities of the program.	✓		
14.3 Program maintains a record of prior audits, examinations, and evaluations.	✓		
14.4 Program maintains a record of corrective actions taken in response to audit findings and recommendations.	✓		
	Overall Indicator Rating		
	Meets	Partially Meets	Does Not Meet
14. Program is audited.	✓		

Description: The State Property Office has audit documents that include a description of audit requirements and that demonstrate accessibility of persons, documents, and property. In accordance with N.C. Gen. Stat. §143-746, the Department of Administration has an internal auditing program that audits the agency's major systems and controls periodically. The Department's internal auditor works in conjunction with the Secretary and senior staff to determine the audit schedule and reports findings to the Secretary and responsible managers for action. In addition, the Department complies with the Office of the State Auditor as required. The Office provided an internal audit of its state-owned land inventory backlog to demonstrate it has a record of prior audits. The Office provided documentation demonstrating corrective actions taken in response to audit findings and recommendations.

Suggestions: The Office could improve its record of prior audits by listing key aspects of them (e.g., subject of audit, date completed, major findings, corrective actions) in a separate document from the audits themselves.