Measurability Assessments of the Department of Administration’s 12 Programs

A presentation to the Joint Legislative Oversight Committee on General Government

April 10, 2018

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In Your Folder

Report

Slides
2 Ways PED Evaluates State Programs

• **Evaluations (since 2007)** – in-depth studies of existing state programs to determine effectiveness and efficiency

• **Measurability Assessments (2017)** – 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
Measurability Assessment Program
Measurability Assessment Act of 2016

• A measurability assessment is an independent evaluation of a program’s progress on 14 indicators

• PED responsible for establishing standards for conducting and reporting measurability assessments
Measurability Assessment Process

NC General Assembly → Program Evaluation Division

Proposed or Existing State Program

Self-Assessment → Independent Assessor → Assessment
Measurability Assessment Documents

• **RFQ** for independent assessors

• **Tools for performing assessments**
  • [Measurability Assessment Guidebook](#)
  • [Self-Assessment Form](#)
  • [Measurability Assessment Form](#)
Measurability Assessment Framework

CLEAR AND UNIQUE MISSION
- Avoids Duplication
- Problem Definition
- Logic Model

WELL-MANAGED, LOW-RISK STATE PROGRAM

FOCUS ON RESULTS
- Evidence-Based
- Strategic Plan
- Scalability Analysis
- Performance Measurement
- Quality Improvement

FINANCIAL MANAGEMENT
- Risk Assessment
- Financial Forecast
- Cost Sharing
- Staffing Analysis
- Accounting System
- Audit
Measurability Assessments of 12 DOA Programs
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

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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 some types of measures (i.e., inputs, outputs, efficiency/process, quality, outcomes) but do not have all 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

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Program Evaluation Division  
North Carolina General Assembly