Salt Lake County's Performance Management System

OFFICE OF DATA & INNOVATION

OUR MISSION

We help County agencies improve public services by utilizing and sharing data internally and externally, empowering employees to make data-driven decisions, and promoting a culture of continuous improvement.

OUR JOURNEY

- 2015
  - Created Office of Data & Innovation in the Mayor's Office.

- 2016
  - Outcomes & indicators were introduced
  - Acquired an advanced Performance Management System.
  - MetroStat launched.

- 2017
  - Moved to Administrative Services.
  - Developed Path-Forward 2.0

- 2018
  - Performance Management System contract discontinued.
  - Developed CountyStat
  - Administrative Services pilot launched.

- 2019
  - Countywide launch of CountyStat
  - Outcome & Indicator training launched.

- 2020
  - Implemented Performance Management System within the new budget system (Sherpa)

- 2021
  - Revamped CountyStat visuals (v4.0)
  - Automated data integration with Sherpa
  - Revised Outcomes & Indicators Training Workshop.

PUBLIC SECTOR INNOVATION / PERFORMANCE MANAGEMENT

THE APPROACH

- Focus on culture of innovation and performance improvement

- Technical skills development

- Training & Education

- Diversification of tools

- Partnerships with public sector leaders

WHAT IS COUNTYSTAT?

CountyStat is an internal performance management site for Salt Lake County agencies. The CountyStat is built around 3 core functions:

1

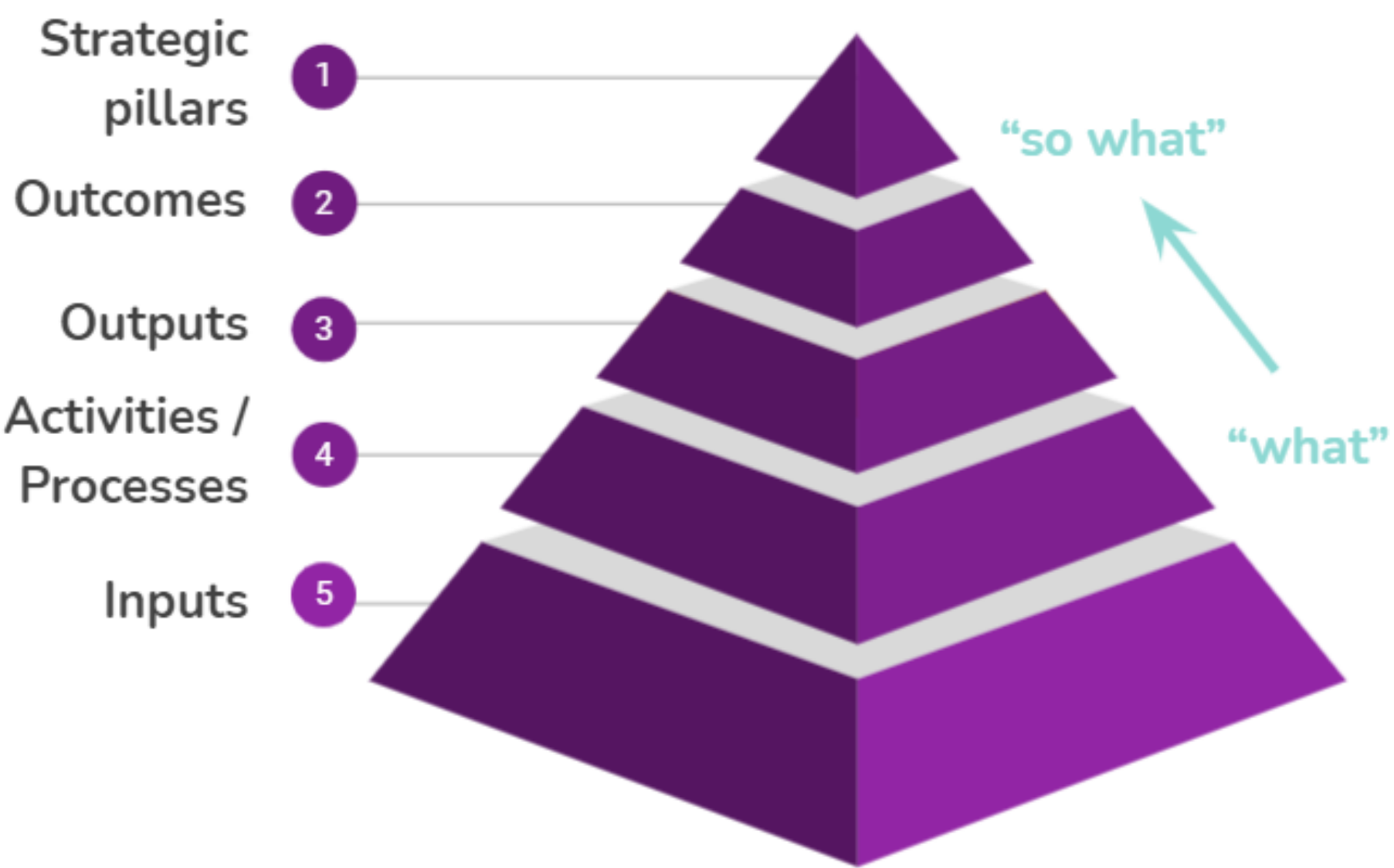$ Financial

2

Outcomes & Indicators

3

Performance

*"Performance management is not a mechanical process that can be set in motion and routinely maintained. Achieving better results through the principles and practices of performance management requires a **sound technical approach, strong leadership, ever-improving expertise,** and a **culture that constantly reinforces a results focus**."*
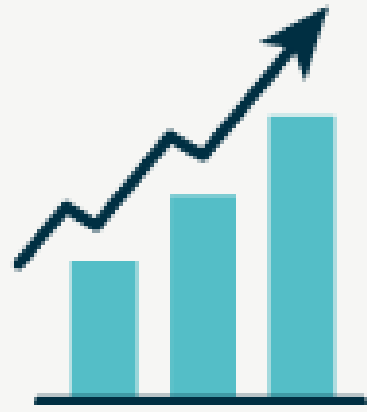
National Performance Management Advisory Commission

Salt Lake County's Performance Management System

- **Decentralized** (agency level) Performance Management System.

- Outcomes are **prioritized** by the agency and department leadership.

- **Reviewed** during the budget meetings.

- Office of Data & Innovation provides **training, tools and support** to collect data and report O/I performance dashboards on CountyStat.

- **Not all** agencies are using CountyStat to report their Outcomes & Indicator progress.

- **No policy framework** exist to require agencies to report performance data.

Strategic pillars — 1

Outcomes — 2

Outputs — 3

Activities / Processes — 4

Inputs — 5

"so what"

"what"

HOW TO BUILD BETTER
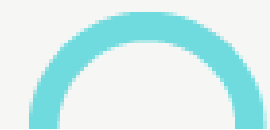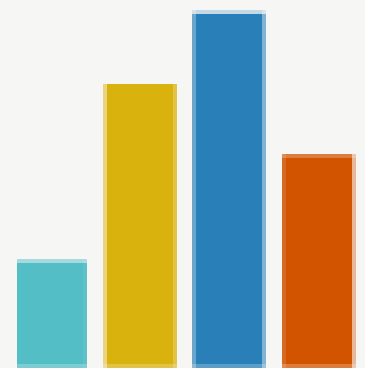# OUTCOMES & INDICATORS

Learn how to develop high-quality outcomes & indicators and track them on Countystat.

WHERE: WEBEX   **REGISTRATION REQUIRED**

Friday, August 6	10 AM - 11 AM	Click here to register
Monday, August 9	3 PM - 4 PM	Click here to register
Wednesday, August 11	3 PM - 4 PM	Click here to register
Tuesday, August 17	10 AM - 11 AM	Click here to register
Thursday, August 19	12 PM - 1 PM	Click here to register

SL SALT LAKE COUNTY OFFICE of DATA & INNOVATION

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Contact us: innovation@slco.org