



*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.

## OFFICE OF DATA & INNOVATION

- 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



RESULTS  
FOR AMERICA

C!A  
Change & Innovation Agency

ASPA  
American Society for  
Public Administration

CODE *for*  
AMERICA



# THE APPROACH

- Focus on culture of innovation and performance improvement
- Technical skills development
- Training & Education
- Diversification of tools
- Partnerships with public sector leaders

# COUNTYSTAT

FINANCIAL

OUTCOMES & INDICATORS

PERFORMANCE

## 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.**"*

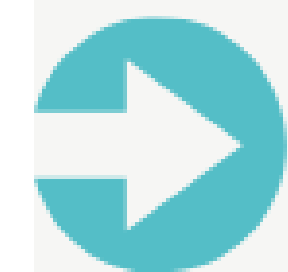
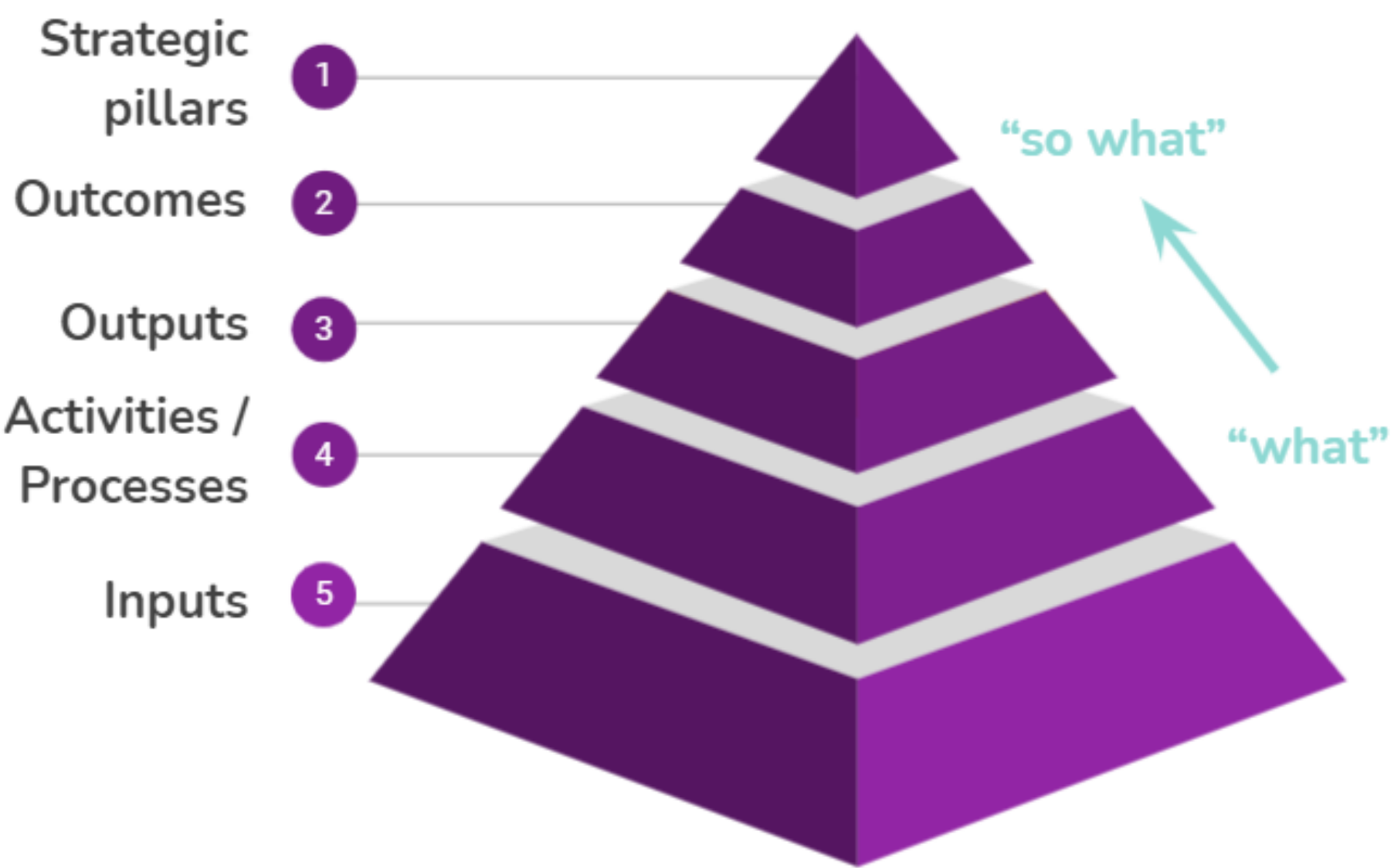
*National Performance Management Advisory Commission*



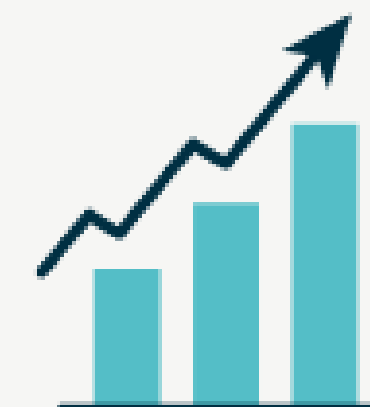
# Salt Lake County's Performance Management System

- **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.





## 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 <a href="#">here</a> to register
Monday, August 9	3 PM - 4 PM	Click <a href="#">here</a> to register
Wednesday, August 11	3 PM - 4 PM	Click <a href="#">here</a> to register
Tuesday, August 17	10 AM - 11 AM	Click <a href="#">here</a> to register
Thursday, August 19	12 PM - 1 PM	Click <a href="#">here</a> to register



**OFFICE OF DATA & INNOVATION**

Contact us: [innovation@slco.org](mailto:innovation@slco.org)