NEWSLETTER

NATIONAL CENTER FOR PUBLIC PERFORMANCE
www.publicperformance.org

NCPP
National Center for
Public Performance

SUFFOLK
UNIVERSITY
BOSTON

Spring 2022

A Letter from the Executive Director

Dear Readers,

In Massachusetts, the United States, and all around the Globe, an understanding of government performance management is crucial to the healthy functioning and operation of any level of government. Good government is strategic, innovative, and tactical. Measuring the effectiveness of your government-run initiatives will ensure continued and future success.

We are just weeks away from the annual Marc Holzer Public Performance Symposium, We plan to open this year's global discussion on the Government Performance and Results Act of 1993, legislation that was enacted to optimize government efficiency and efficacy. We are proud to feature distinguished speakers, John Kamensky of the IBM Center for the Business of Government and Rt Hon Patricia Scotland QC, the Commonwealth Secretary-General to speak on their experiences with GPRA and GPRA-type models of government performance management. Please consider joining us on zoom, April 22 from 8am to 4pm to engage in on the discussion. Please also submit your proposals; we have extended the deadline for submissions to March 15.

See you there!

Sincerely,

Aroon Manoharan, Ph.D

Executive Director, NCPP

Associate Professor, Institute for Public Service

IN THIS ISSUE

2022 MARC HOLZER PUBLIC PERFORMANCE SYMPOSIUM

US Government Performance and Results Act of 1993

Since 1993, the Government Performance and Results Act has served as a model, adopted and adapted throughout the US and the Globe at the national, state or provincial, and local government levels. This symposium reflects back on the impact and lessons of GPRA & similar models. Has it achieved its original goals? What are various models of performance management similar to GPRA? This symposium opens a global dialogue on how the experiences can serve as a roadmap going forward.

DISTINGUISHED SPEAKERS

Rt Hon Patricia Scotland QC
Commonwealth Secretary-General

Rt Hon Patricia Scotland QC is a British diplomat, barrister and politician, serving as the sixth Secretary-General of the Commonwealth of Nations. She was elected at the 2015 Commonwealth Heads of Government Meeting and took office on 1 April 2016. She is the first woman to hold the post.

John Kamensky
Emeritus Fellow, IBM Center for the Business of Government

This year's keynote address will be delivered by Mr. John Kamensky, an Emeritus Fellow with the IBM Center for The Business of Government in Washington, DC, which sponsors independent research by academics and nonprofits on management challenges facing government leaders. He also lectures on performance management at the School of Public Policy, University of Massachusetts-Amherst.

Topics of Interest:

- What are some national models of performance measurement legislation similar to GPRA?
- Can we observe any specific patterns or trends among such adoptions?
- Has GPRA achieved its original goals and objectives?
- Has GPRA really worked? How can it be improved going forward?
- How has GPRA been implemented in states and cities in the United States?
- How can we evaluate and compare such initiatives from a global perspective?
- What are some of the best practices and critical factors for success?

DEADLINE FOR PROPOSALS EXTENDED: MARCH 21

SUBMIT

Strategic Performance Management Certificate Course

ONLINE STARTING APRIL 18

The online Strategic Performance Management (SPM) program is a non-credit certificate designed for individuals in public and nonprofit organizations (both leading executives and frontline employees), and citizens interested in the functions of public sector performance measurement. Students enroll in a 10-week online training course covering four core topics. Additionally, students receive free access to three optional supplemental units that can be completed at any time. Students are required to complete various assignments, participate in weekly discussion board topics, and complete a final assessment designed as an applied evaluation of learning outcomes.

Performance Management and Governance

Basic Analytical Methods

Strategic Planning for Performance Management

Budgeting for Performance

Measuring and Reporting Performance

Innovation for Organizational Change

Electives

Evidence-Based Management

- **$1,250 per student.**
- **$1,100 for government/non-profit employees.**
- **Register 3 or more students from the same organization and receive a 20% discount for the group.**
- **All students, upon registration, receive unlimited access to all 3 supplemental units.**
- **Tuition covers all costs. No additional fees for books.**

REGISTER NOW FOR CLASSES STARTING APRIL 18TH

THE TOWN OF ASHLAND, MASSACHUSETTS

RACIAL EQUITY INITIATIVE

Conducted by Suffolk University's Institute for Public Service

Over the summer of 2021, The Suffolk University Team conducted interviews, surveys and focus groups with residents of Ashland to assess current mindsets and beliefs about diversity and inclusion in the community. Utilizing data acquired from this research, we produced recommendations for best possible practices going forward. This report encourages not only Ashland to deliberately pursue ideas of diversity and inclusion for all, but it also serves as a model for the remaining cities and towns across the Commonwealth. The Ashland REI Report outlines the areas in which the Suffolk University Institute for Public Service (IPS) Team provided technical assistance (TA) to the Town of Ashland Racial Equity Initiative (REI). The TA included working with Ashland's Steering Committee to gather data and conduct an analysis of community and stakeholder perspectives on race and equity within the Town of Ashland, MA. The Report provides an Executive Summary and is organized into two sections – process and results from the online survey, and insights from focus groups and interviews.

The Suffolk Team consisted of IPS Faculty Sonia Alleyne, MA, Brenda J. BondFortier, PhD., Marc Holzer, Ph.D., Aimee Williamson, Ph.D., along with Research Assistants Ruha Adelkar, Isabella Fierimonte, Maranjelys Cortijo and Julia Stergas. NCPP Managing Directors Samantha Stringer and Mary Gibson served on the Team. This comprehensive Report offers an overview of our scope of work, our collection and analytical methodologies, a summary of findings and observations, and recommendations. This report reflects the views of participants who voluntarily agreed to participate in our community listening and survey efforts. As a result, the observations reflect the perceptions, experiences, and feedback of these individuals.
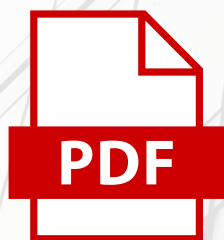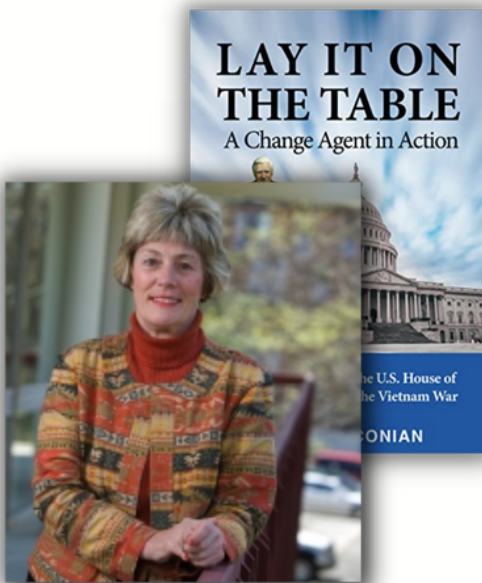
PDF **Download the REI Report**

Happenings at the Institute for Public Service

Congratulations to IPS Faculty Member, Sonia Alleyne, MPA, recipient of the 2022 Faculty Award from the Suffolk University Celebration of Black Excellence Committee. Professor Alleyne received her award at Suffolk University on February 25, 2022.

Sonia Alleyne, MPA

Congratulations to IPS Faculty Member, Linda Melconian, JD on the release of her new book, Lay it on the Table, A Change Agent in Action: When Tip O'Neill Led the House of Representatives to End the Vietnam War. Professor Melconian's book is available for purchase through amazon.

Linda Melconian, JD

Join Mass ASPA on March 10, 2022 at 6:30pm for a book talk with IPS Faculty Member, Brenda Bond-Fortier. Her book, Organizational Change in an Urban Police Department: Innovating to Reform (2020), investigates changes in policy, practice, and community interactions in order to better understand policing innovation and organizational transformation. Registration available through Eventbrite.

Brenda Bond-Fortier, Ph.D

JOBS AND PROFESSIONAL DEVELOPMENT

Performance & Strategy Analyst
https://www.governmentjobs.com/careers/kingcounty?keywords=performance

Management Analyst (Data Analytics) Superior Court of California, County of Alameda
https://alamedacourts.wd5.myworkdayjobs.com/en-US/alamedacourts/job/Superior-Court-of-California-County-of-Alameda/Management-Analyst--Data-Analytics-_R382

Commonwealth Corporation Digital Transformation Director
https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=70393&clientkey=260087A8191ADEE89C31DAF9C351F9C1

Director, Domestic Evaluation Services, Social Impact, Remote
https://phg.tbe.taleo.net/phg02/ats/careers/requisition.jsp?org=SOCIIMPA2&cws=1&rid=3985

Development Impact Evaluation (DIME) Hiring drive for Research Assistants and Field Coordinators
https://www.worldbank.org/en/research/dime/brief/Job-Openings

Summer Internship (Performance Audits) Office of the State Auditor - MA
https://suffolk.joinhandshake.com/jobs/5703194/share_preview
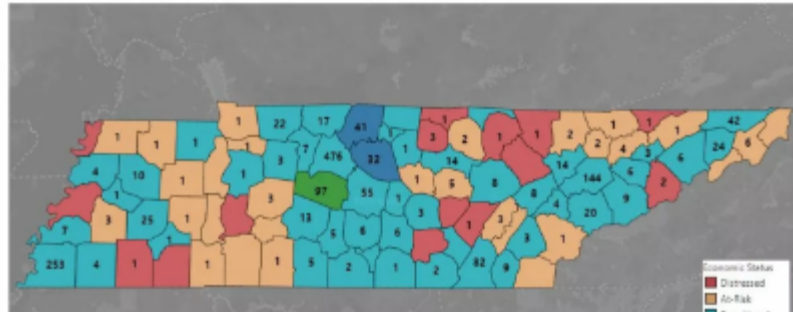
NEWS AND RESOURCES IN THE FIELD

Four ways to make data work better for residents

By Jen Tolentino

Total	MBE	WBE	SBE	DSBE	SDVBE
1,552	477	568	431	4	72

Tennessee Creates New System to Track Procurement Diversity

The Tennessee Governor's Office of Diversity Business Enterprise has announced internal and external dashboards to monitor government contracting with...

Source: Federal Committee on Statistical Methodology.

The Persistent Problem of Poor Data Quality

Back in 2015, we wrote a major feature for Governing magazine titled "The Causes, Cost and Consequence of Bad Government Data." As far as we know, aside from...

FEMA Strategic Plan 2022-2026: What It Means for Public...

Coupled with the inevitability of less experienced staff assuming vacated...

PA TIMES Online / Jessica Rylander / Jan 20

RECENT PUBLICATIONS

Digital Governance: An Assessment of Performance and Best Practices

Aroon P. Manoharan[1] · James Melitski[2] · Marc Holzer[3]

Abstract

Over the past decade, e-government has evolved from providing static content and services to integrating user generated content and social media technologies. This allows citizens to participate and provide regular feedback on policies and programs, both of which promote public value through e-democracy. However, few studies continue to track their performance on a worldwide scale. This article discusses the results of a global and comparative survey of e-government performance, based on an assessment of municipal government websites around the world. Along with a longitudinal assessment, the study identifies best practices, highlights key findings, and provides guidance for future research.

E-Government and information technology coursework in public administration programs in Asia

James McQuiston
Southern Arkansas University, USA

Aroon P Manoharan ⓘ
University of Massachusetts Boston, USA

Abstract

New technologies such as artificial intelligence (AI), the Internet of Things (IoT), and blockchain are changing how the public sector serves constituents. Academic programs in public administration and public policy must adapt their coursework to best serve students in an increasingly technology-based world. This qualitative research analyzed 84 Asian public administration graduate programs to determine the degree to which information technology was taught throughout the region. Our findings indicate that considerable variation existed between the number of information technology classes offered and the types of information discussed in the classes. A majority of public administration programs throughout Asia offered coursework in information technology; but, core classes and IT-specific specializations in public administration programs were observed at a much lower rate. Discussions of the tactics taken by programs to educate students in information technologies provide actionable suggestions for practitioners, educators, researchers, and administrators alike.

Edited by Marc Holzer and Andrew Ballard

The Public Productivity and Performance Handbook

THIRD EDITION

PUBLIC ADMINISTRATION AND PUBLIC POLICY