

NCPP NEWSLETTER



NATIONAL CENTER FOR PUBLIC PERFORMANCE

www.publicperformance.org



Fall 2021

A Letter from the Executive Director and Managing Director

Dear Readers,

As we approach year two of the pandemic here in Massachusetts, we cannot help but notice the strategic planning and coordination that has occurred right here in our state government. Governor Charlie Baker and his executive team utilized many tactics of performance management and strategic planning when rolling out his Administration's Re-Opening Plans and Vaccine Rollouts. This highlights the importance not only of strategic planning, but relational coordination and effective management. Strategic Planning is now more important than ever, especially in cases of state-wide emergency response.

The National Center for Public Performance is happy to announce open registration for our signature Strategic Performance Management Certificate Program, a ten-week, fully online (approximately 40 hours) course in which students learn the fundamentals of performance management - from determining measures through implementing and revising your strategy. At the end of the ten weeks, you will be able to apply your strategic performance management program to the particulars of your work. As graduates of this certificate program, you will be confident in transforming the efficiency of your organization through areas of performance measurement, management, strategic planning, coordination and improvement.

Sincerely,

Marc Holzer, PhD, Executive Director
Mary Gibson, Managing Director

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Introduction



Hello all! My name is Mary Gibson and I am the new Managing Director for Suffolk University's National Center for Public Performance. I am a current student in the Sawyer Business School working toward my Master's Degree in Public Administration. I come to Suffolk from the world of the public sector, spending the last seven years on Beacon Hill at the Beautiful Massachusetts State House. I was the Second Clerical Assistant to the Clerk of the Massachusetts House of Representatives. Prior to the Clerk's Office, I worked for the Committees on Health Care Financing and Public Health. My time on Beacon Hill taught me the importance of procedure, planning, good communication and networking. I hope to bring the skills I've acquired on Beacon Hill and through my Suffolk University education to the NCPP. Public performance is an area with endless possibility; there is constantly room for improvement in government and in the organizations we work for. To me, one of the most important parts of effective public performance is a solid foundation of communication. Whether your organization operates with lateral or vertical coordination, good communication will always be a key to your success. I am ecstatic to join this organization and to potentially work with you. Join me and my colleagues in making your organization or entity the best that it can be this year and in the years moving forward. Thanks!



[Register Here!](#)

Strategic Performance Management Certificate Course Begins January 18, 2022

The online Strategic Performance Management (SPM) program is a ten-week online non credit certificate course designed for individuals in public and nonprofit organizations (both leading executives and frontline employees), and citizens interested in measuring and improving the performance of their government and nonprofit service delivery organizations.



**REGISTER
NOW**

THE ASHLAND RACIAL DIVERSITY PROJECT



INSTITUTE FOR PUBLIC SERVICE

Over the summer of 2021, The Suffolk University Team conducted interviews, surveys and focus groups with residents of Ashland, Massachusetts 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.

Our REI Report outlines the areas in which the Suffolk University Institute for Public Service (IPS) Team provided technical assistance 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 insights from focus groups and interviews, and process and results from the online survey.

Special Thanks

Suffolk University Faculty & Staff
Suffolk Graduate Research Fellows
Residents of Ashland
Ashland Steering Committee

NCPP ANNUAL CONFERENCE

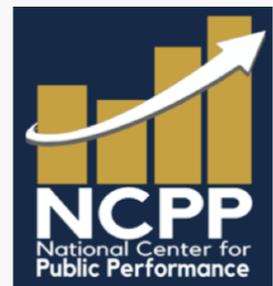
ONLINE APRIL 22, 2022

Conference Topics

Government Performance Results Act (GPRA)

- Enacted in 1993
- improves government performance management
- measuring results
- strategic planning

[Conference Archives](#)



Registration coming soon!
Calls for Manuscripts coming soon!

[Learn more](#)

NCPP 2021 CONFERENCE THEMES & TOPICS

Rt Hon Patricia Scotland QC

Our keynote speaker, The Rt Hon Patricia Scotland QC, tackled many key issues during her extraordinary career, including gender equality, domestic violence, forced marriage, and international child abduction. Scotland's success in these areas has contributed to her becoming the only woman to be appointed as the Secretary General of the Commonwealth. In this position, Scotland has been placing special emphasis on mobilizing the 54 nations of the Commonwealth to tackle climate change and to build the resilience of smaller and more vulnerable countries through the women's enterprise. In addition, Scotland has been at the forefront of the fight against illuminating violence against women and young girls in these countries as well. In this conference, Patricia Scotland highlights how Covid-19 has directed attention towards the challenges and promise of good governance, as well as the perils of an ineffective government. With first hand experience with various incarnations in the British government, Patricia Scotland saw the enormous difference that a small effort of improving government performance can make. Despite having the sufficient funds and strong ideas present, governments find it difficult to solve the problems that they are set out to resolve. A problem that is often recognized by many in scenarios is poor performance management and execution in government. Not long ago, jobs and job titles related to government performance management did not exist, as New Zealand was the pioneer of this transformation in the 1980's. Furthermore, this incentivized governments from the world shifted their emphasis from process management, to performance, which led to the creation of the new branch of public administration known as "performance management."

JOBS AND PROFESSIONAL DEVELOPMENT

Performance Manager, City of Boston

[Boston Career Center](#) | [Human Resources](#) | [City of Boston](#) | [Performance Manager in](#) | [Careers at ASD-Mgmt Information Systems \(icims.com\)](#)

Sr. Strategy and Performance Analyst City of Raleigh, NC

[Sr. Strategy and Performance Analyst](#) | [Job Details tab](#) | [Career Pages](#) ([governmentjobs.com](#))

Director of Performance Management and Quality Improvement

[City of Philadelphia Director of Performance Management and Quality Improvement](#) | [SmartRecruiters](#)

Senior Director, Strategic Planning Preferred NJ Transit

[Senior Director, Strategic Planning](#) ([force.com](#))

Public Affairs Officer County of Clatsop, OR

[Public Affairs Officer - Career Portal](#) ([dayforcehcm.com](#))

NEWS AND RESOURCES IN THE FIELD

Hybrid and Remote Team Management Through Revising
Performance Evaluations | LinkedIn

[HTTPS://WWW.LINKEDIN.COM/PULSE/HYBRID-REMOTE-TEAM-MANAGEMENT-THROUGH-REVISING-DR-GLEB-
TSIPURSKY-/](https://www.linkedin.com/pulse/hybrid-remote-team-management-through-revising-dr-gleb-tsipursky-/)

Federal managers' performance data use highest it's been in 14
years | Federal News Network

The Government's performance rating has dipped, but is still
higher than before the pandemic - 18-Nov-2021 - NZ Business
news (nzcity.co.nz)