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## *A note from NCPP's Executive Director & Managing Director*

Dear Readers,

As you open this month's newsletter, we hope that you are safe and in good health during this time of uncertainty. Depending upon where you live, you may be several months, or just days, into the colossal changes that have upturned both private and public life due to the Covid-19 crisis.

Our systems of government, healthcare institutions, and nonprofit organizations have changed practices out of necessity with little notice. At the same time, we find that the definition of public service has broadened. Alongside medical, emergency, and law enforcement workers, those employed at grocery stores, in helping professions, and in security roles are at the frontlines of the pandemic. We are thankful for the selfless contributions of all involved in maintaining continuity in society's critical functions.

Regardless of your role, it's likely that your life and work have been deeply affected by the pandemic. In addition to added responsibilities across your personal lives, many of you have quickly adjusted to working from home, taken on new responsibilities, adapted to new dimensions of collaboration, learned new technologies, and modified programs and services to virtual settings in order to continue to serve the public.

While much is uncertain right now, we know that the repercussions of Covid-19 will be long-lasting.

The stories you'll find in this month's "News & Resources in the Field" section highlight public servants at the frontlines of the pandemic, as well as innovations and tools that support the continuity of public services. If you are addressing any of the effects of this pandemic in a unique way and would like it to reach an audience of public performance management professionals, please share it with us. As always, we invite you to avail of the numerous resources available on NCPP's website, [www.publicperformance.org](http://www.publicperformance.org). Together, we will learn to navigate this new normal.

Sincerely,  
Marc Holzer, Executive Director  
Mallory Sullivan, Managing Director

## *Strategic Performance Management Certificate Program*

**Strategic  
Performance  
Management  
Certificate**



*Improve the efficiency and effectiveness of your efforts. Learn how performance management can transform your public or nonprofit organization.*

**NOW ENROLLING!**

The fully online Strategic Performance Management Certificate program equips government and nonprofit professionals with the tools and strategies to implement performance measurement and management in their organization. Ten-week summer session begins on May 26th!

**Learn more and register today!**

[WWW.PUBLICPERFORMANCE.ORG](http://WWW.PUBLICPERFORMANCE.ORG)

## *Annual Public Performance Conference*

**EMERGING INTERNATIONAL  
BEST PRACTICES**

**13TH ANNUAL PUBLIC PERFORMANCE CONFERENCE**



**NATIONAL CENTER FOR PUBLIC PERFORMANCE  
BOSTON - SEPTEMBER 24-25, 2020**

[Conference Website](#)

[Registration](#)

[Call for](#)

## News & Resources in the Field

### Organize Online Through Ideas And Civil Deliberation

*Your Priorities is an online idea generation and deliberation platform that connects governments & nonprofits with citizens. Your Priorities has been used to improve decision-making in hundreds of projects in 20 countries by over 1.5 million people for the past 11 years.*

*Learn more at  
Citizens  
Foundation*

### COVID-19: Local Action Tracker

*The National League of Cities and Bloomberg Philanthropies have teamed up to collect and share actions taken by local leaders in response to the COVID-19 Pandemic.*

*Learn more at  
National League of  
Cities*

### Coronavirus Has Potential to Reshape Government Technology

By Alan Greenblatt

*"The coronavirus crisis has made it clear that technology is essential to continuity of government. CIOs may see more of their wish lists fulfilled, but investing in IT will be tough with budgets heading south."*

*Read on Governing*

### How to leverage AI in the battle against COVID-19

By Matissa Hollister

*"Artificial intelligence (AI) has the potential to help us tackle the pressing issues raised by the COVID-19 pandemic. It is not the technology itself, though, that will make the difference but rather the knowledge and creativity of the humans who use it."*

*Read on Apolitical*

### Staten Island volunteer ambulance workers step up during coronavirus crisis

By Joseph Ostapiuk

*"Despite the dangers facing EMS workers amid the coronavirus (COVID-19) outbreak, Staten Island's volunteer ambulance groups are rising to meet the call of duty in New York City."*

*Read on SI Live*

### Fixing Backlogs: An Essential Skill for Leaders in a Crisis

By Andrew Feldman

*"As demand for public services skyrockets in the wake of the coronavirus pandemic, public officials need to work now to eliminate the bottlenecks and expand capacity and efficiency."*

*Read on Route  
Fifty*

### Dr. Anthony Fauci: A Public Servant for All Seasons

By Stephen R. Rolandi

*Read on PA Times*

"Fauci is a well-regarded public servant and considered a straight shooter among senior elected officials. He has provided a pragmatic and data-driven presence within the White House during the last several months."

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### ***New Book! Local Elected Officials: Guardians of Good Governance***

By Douglas F. Morgan and Mike Gleason

This book is a practical handbook for local elected officials and those interested in understanding the multiple roles they perform and what it takes to be successful. The book draws on the authors' nearly 75 years of collective experience in working with local elected officials, serving on governing bodies, and undertaking research on local governing best practices.

[Learn more \(PDF\)](#)



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## ***Professional Development & Jobs***

### ***Public Performance and Management Review Call for Manuscripts***

*Public Performance and Management Review* (PPMR), the journal of the American Society of Public Administration's Section on Public Performance and Management invites manuscripts addressing a broad range of factors influencing the performance of public and nonprofit organizations and agencies (including best practices in measuring and evaluating performance, improving budget strategies, managing human resources, building partnerships, engaging citizens, and applying new technologies). More information is available [online](#) and by [email](#).



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### ***Webinars***

#### **Promising Practices Webinar: Social Distancing Meets Public Engagement**

April 15 | 10:00 a.m. PT / 11:00 a.m. MT / 12:00 p.m. CT / 1:00 p.m. EST

Presented by the National League of Cities | [Learn more and register here](#)

#### **Why Data Quality Should be a Top Priority for Government (Webinar)**

April 15 | 11:00 a.m. PT / 12:00 p.m. MT / 1:00 p.m. CT / 2:00 p.m. EST

Presented by Governing | [Learn more and register here](#)

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### ***Call for Submissions***

How are you using data to shape your organization and create impact? [Share your story here](#) to be featured in an upcoming newsletter or on our website.



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## **Job Listings**

[Deputy Director for Business Performance and Analytics](#) - Health & Human Services Department, State of Nebraska - Lincoln, NE

[Process and Innovation Analyst](#) - Enterprise Technology Services, State of Wyoming - Cheyenne, WY

[Director of Information Technology & Management](#) - City of Manteca, CA



## Contact the NCPP

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